



CHINESE HOSPITAL & CLINICS

Job Title: Patient Ambassador
Department: Patient Accounting
Reports to: Revenue Cycle Manager
Last Update: 3/13/2020

Position Summary:

The patient ambassador provides guests information and supports the efforts of the registration staff.

Essential Duties and Responsibilities:

- Demonstrates exceptional customer service. Acts in a professional manner at all times.
- Has knowledge of the basic workings of the registration process. Will direct guests to the appropriate area.
- Because all information concerning patients is of a confidential nature, the patient ambassador will not discuss patient information with others while on duty and will not discuss patient information with persons outside the hospital.
- The Ambassador will not be involved in direct patient care. The Ambassador is not responsible for cleaning rooms, or assisting patients to the lavatory. The Ambassador is supervised by the lead admitting clerk, billing supervisor or revenue cycle director.
- Follows Hospital and Department policies and procedures at all times, including but not limited to: Administrative Manual, Environment of Care, Human Resources, Infection Control, Corporate Compliance, Code of Ethics, etc.
- Attend, actively participate and complete in-services, training classes, mandatory classes, seminars/workshops, staff meetings, exercises and drills; reads all department communication and assigned materials.
- Customer Service – Provides excellent customer service and shows compassion to all patients, visitors and co-workers. Seeks feedback to ensure all needs are met. Anticipates and recognizes the concerns of others, even if those concerns are not openly expressed.
- Communication – Keeps manager and team informed of progress, problems, development and plans. Gets along and interacts positively with co-workers and others.
- Accepts and performs other duties as assigned.

Values/Core Competencies:

- **Integrity** – We adhere to a code of values and make commitments that contribute to the welfare of our community.
- **Respect** – We seek to create a community within our organization that enhances self-worth of individuals working with us and for our patients. The dignity and respect shown to employees by management and by their fellow staff will be the model for caring for our patients. Management is committed to treating employees fairly, honestly and with respect. In return, management expects a commitment from employees to the values of the organization and its work on behalf of the community.
- **Empowerment** – we are committed to action and expect all employees to be proactive in decision making and problem solving. We delegate authority to match responsibility, expecting decision making to occur as close to the customer as possible.
- **Team Work** – We believe that quality, cost effective, compassionate care can only be provided through team work. The nature of our work and mission require sensitivity to the feelings and points of view of many. We work for the good of the team, are accountable for the results of the team and together share our successes or failures. We maintain an atmosphere of openness, honesty and trust.
- **Accountability** - We accept personal responsibility for our actions and take ownership of our results. We as individuals recognize achievement and are challenged to improve our performance by providing and accepting coaching and feedback.
- **Quality Improvement** – We will improve value through the process of continuous quality improvement with focus on the relationship between quality and cost. We have a sense of urgency in our search to find better ways of doing everything. We encourage others to try new ideas and measure and recognize results. We are willing to change the status quo to improve.
- **Community collaboration and Benefit** – We will collaborate within the limits of our resources with other agencies and providers to address the health care wellness needs of our community, recognizing that access to services must be made available regardless of an individual's ability to pay.
- **Prudent use of resources** – We will use and maintain our assets and resources prudently in order to meet community expectations. Our organization requires an overall positive return on investment to carry out its mission and to invest in new programs, equipment and facilities. We believe that integration simplifies and improves the process of health care and is a means of achieving economies of scale which will ultimately reduce costs. We seek simplification in the process of patient care and the efficient use of our resources in a changing environment.

Qualifications:

Required

- High School Diploma or GED.
- Computer proficiency (EMR knowledge a plus)
- Strong communication skills.
- Ability to effectively present information, both verbal and written.
- Ability to take initiative, adapt to changing priorities, and work independently
- Strong time management and prioritization skills
- Knowledge of Medical Terminology including medications

- Bilingual in English and Chinese (Cantonese and/or Mandarin).

Preferred

- Knowledge of community resources and cultural needs.

Physical Requirements:

- Mental/Physical Requirements: Mental concentration required. Good communication and interpersonal relations skills essential. The position requires approximately 70% walking, 20% sitting, and 10% standing.
- Working conditions: The ambassador will work in the hospital and walk to various departments in the hospital.

Compliance Requirements:

Complies with Chinese Hospital Compliance Handbook including Code of Ethics and all statutes, regulations, guidelines applicable to federal and state programs. Responsibilities include, following the guidelines and reporting suspected violations of any statute, regulations, agreements or guidelines applicable to all healthcare programs.

I have read and understand the duties, responsibilities, and expectations pertaining to the position of Patient Ambassador. I understand that this job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities required. I have been allowed to clarify and ask questions about this job description.

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| Employee Name: | Employee Signature: |
| Date: | |
| Manager Name: | Manager Signature: |
| Date: | |