



Company Overview

Orchid Health was founded with the mission of solving the problems and inefficiencies of modern American healthcare, and to make sure no patient or community lacked access due to the current system. Our founders spent years working with a number of Oregon's top healthcare thought leaders, primary care providers, and most importantly our community members in order to improve the health and well-being of all patients and to create a model of health care based on *quality, compassion, and innovation*.

We know it takes special people to work in healthcare and we are committed to providing our people with an enriching and rewarding environment. Being on our team is an experience filled with hard work, opportunity, creativity and teamwork. We seek service-minded, talented, and innovative individuals who can help us redesign healthcare in order to best serve our communities while expanding our model to underserved communities across the state.

Position Description

We are currently looking to add a part time Front Office / Medical Assistant Float position to our team. The Front Office/ MA Float will work closely with the Front Office and back office Medical Team to support each department's needs. If you believe in sharing your knowledge and your positive people skills with others in order to create quality experiences for our patients, community and each other, we encourage you to apply.

Knowledge, skills and abilities:

Front Desk

Estimate Total Hrs Support: 12 hours

- Warmly and professionally greet patients as they check into the clinic for their physical and/or behavioral health appointments
- Answer phone calls, schedule patient appointments, answer patient questions, and be able to identify when patients need to discuss questions with a medical professional
- Handle incoming faxes by passing them off to the appropriate staff member and/or uploading documents to patients' electronic health records system
- Determine insurance eligibility
- Determine, present, and collect valid insurance copays and deductibles.
- Carry out prior authorizations as necessary
- Verify patient chart information is accurate
- Calmly and professionally respond to healthcare crises as the first line of interaction.
- Effectively utilizing our EMR system.

Medical Assistant

Estimate Total Hrs Support: 8

- Ability to room patients, take vitals, give injections (including immunizations), and support providers with patient management.
- Perform proper documentation of patient history, medications, and other relevant information according to the guidelines you have been provided.
- Knowledge of chronic diseases and related health maintenance and preventative care protocols preferred.
- Excellent verbal, written, and problem-solving skills through professional communication.
- Show compassion and professionalism when interacting with patients.
- Support clinical and facility requirements as directed (i.e. clean exam rooms, restocking medical inventory, etc.)

Education and Experience:

- High school diploma or GED certificate
- Minimum of 1-year medical office experience
- Current national certification for medical assistant preferred
- Minimum of one full year of experience in a primary care office
- At least one year in an office position where daily interaction with customers occurred
- Technology savvy - those who are able to type 40+ WPM, have experience with EHR systems are preferred
- Background check will be performed

We offer competitive compensation, a rich benefits package, generous vacation accruals and paid holidays. We provide a positive and supportive approach to development and training and encourage opportunities for professional growth.

At Orchid we strive for a diverse and inclusive workplace where we learn from each other each day. We actively welcome people of different backgrounds, experiences, abilities and perspectives. We are an equal opportunity employer and a great place to work. If you think you'd be happy here, apply for this role by emailing your resume' and cover letter to vikki@orchidhealth.org