



Volunteer Position Description

Title: **Patient Advocate and Administrative Assistant**

Department: Community Health Centers

Reports To: Community Health Centers Assistant Manager

SUMMARY

The National University of Natural Medicine Community Health Centers provide affordable natural health care to medically underserved people of the greater Portland Metropolitan area. We give high quality clinical training for our students while we educate, treat, and empower patients to lead healthier lives. As a Patient Advocate and Administrative Assistant, you will gain first-hand experience working in a community health center helping welcome patients and guide them through the processes of accessing health care services.

TASKS AND RESPONSIBILITIES

- Attend all required trainings (new hire orientation, EPIC training, outreach training, HIPAA)
- Maintain strict confidentiality and abide by the NUNM Confidentiality Policies and Procedures
- Serve as a representative of the NUNM community; maintain a warm and welcoming demeanor
- Use the OCHIN Epic system to check patients in, schedule appointments, and check patients out
- Maintain knowledge on Insurance and Compassionate Care Program (Financial Assistance); refer patients to our Enrollment Assistor if they qualify for Medicaid
- Collect, process, and document payment via cash, check, and charge card
- Assist with operations to maintain inventory of medical, clerical, and office supplies
- Refer individuals to community resources as needed
- Document encounters with patients within EPIC correctly
- Practice humbleness in working with communities that you do not identify with
- Continuously be open to learning about how to work with marginalized communities
- Attend occasional check-ins with Assistant Manager
- Complete an Exit Interview

TIME REQUIRED

- A commitment to maintain a regular volunteer schedule of 4.5 hours per week for a period of 6 months; complete 125 hours of volunteer time (including trainings)

QUALIFICATIONS

- Have a personal commitment to health equity
- Must be over the age of 18
- Have reliable transportation to service sites and campus
- Previous experience in customer service preferred

- Proficiency in using computers and electronic applications
- Knowledge of Spanish language and Latinx culture is desired, but not required
- Ability to read and comprehend instructions, short correspondence, and memos
- Complete patient transactions accurately in a timely manner
- Ability to provide clear and concise information
- Respond to all correspondence and requests within a timely manner
- Ability to do mathematics (addition, subtraction)

TRAINING PROVIDED

- New Hire Orientation
- HIPAA Training
- Introduction to Natural Medicine and Classical Chinese Medicine
- Insurance, Medicaid and Compassionate Care
- EPIC

WORK ENVIRONMENT

- Professionalism is required
- Appropriate dress and attire; business casual
- Scent-free work spaces
- Accommodations may be made upon request

BENEFITS

- Possible internship credit
- Free community health center visits
- Lair Hill medicinal discount
- Ongoing professional training opportunities

ADDITIONAL REQUIREMENTS

- Must pass a criminal background check
- Must attend all trainings
- Must consent to a free TB screening at NUNM

CONTACT PERSON

To apply for this internship, please e-mail, Community Health Centers Assistant Manager, [Ada Grey Catanzarite](mailto:Ada.Grey.Catanzarite@nunm.edu) at acatanzarite@nunm.edu expressing your interest and attach a resume. Applications accepted on a rolling basis.