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JOB POSTING

Medical Assistant II- A graduate of an accredited CMA program, current CMA or RMA certificate and CPR certification issued by the American Heart Association; BLS for Health Care Providers required. Previous experience working in an ambulatory healthcare setting preferred. Excellent customer service and communication skills (verbal/written) and the ability to be flexible with work assignments including working on other teams and between sites required. **Bilingual English/Spanish required.**

Front Desk Receptionist / Medical-The receptionist is responsible for answering phones and directing incoming calls in a courteous manner, schedules patient appointments, greets patients, registers patients and verifies information in NextGen, obtains and verifies insurance information and performs related clerical support duties. A high school diploma or equivalent required, 2 years of related experience preferred, must have exceptional customer service and communication skills (verbal/written). **Bilingual (English/Spanish) required.**

Health Information Specialist –Front Desk - Full-time – Responsible for maintaining and organizing the electronic health record (EHR), scanning and filing of information into the EHR and other related clerical duties. Must have the ability to handle highly confidential and sensitive information and familiarity with medical terminology strongly preferred. Must work well in a team environment, have excellent organizational and communication skills (verbal and written), possess excellent customer service skills, basic computer skills and work well in a fast-paced environment. 1-2 years previous experience working in a Health Information Department accepted; previous clerical experience in a medical environment and familiarity with a patient record. **Bilingual (English/Spanish) required.**

Pharmacist – Per Diem – Seeking an energetic individual to join our team in a fast-paced, high volume **RETAIL** pharmacy located within our Federally Qualified Health Center. Work in a mission driven setting that focuses on providing the optimal in-patient care. The pharmacist dispenses medications prescribed by health center or outpatient physicians and other healthcare and dental practitioners and provides information to patients about medications and their use. The pharmacist works closely with the patient and practitioner and may advise on the selection, dosages, interactions and side effects of medications; counsels' patient and answers questions regarding side effects or interactions among various drugs. As a pharmacist in a supervisory role, must possess excellent written/oral communication to provide oversight and direction to lead a diverse and hard- working staff. Candidate must be a graduate of an accredited school of pharmacy with an active MA license. The candidate must obtain certification for BLS CPR, immunizations, emergency contraception, and naloxone and have the ability to use the Prescription Monitoring Program. Previous experience in retail pharmacy operations preferred. **Bilingual (English/Spanish) helpful.**

Front Desk Receptionist-Behavioral Health – The receptionist is responsible for scheduling patient appointments, greets and registers patients, prints and distributes daily schedules to clinicians, answers the main department extension and triages calls adequately; responds to routine questions, takes messages and documents in EMR, scans pertinent documents in the EMR, assists team members by ensuring patient records are available for visit; serves as a translator as needed. Position requires a minimum of one-year experience in an ambulatory care office setting including extensive public contact. Candidate must have general clerical skills and basic computer knowledge and must be comfortable using an electronic health record and Microsoft Office Suite (Outlook, Word etc.) in windows environment. This position also requires knowledge of office operations. **Bilingual (English/Spanish) required.**

LPN - Clinical Documentation Specialist – This position facilitates the improvement in the overall quality, completeness and accuracy of clinical forms documentation. Facilitates and obtains appropriate provider documentation from the Electronic Health Record for the accurate and completion of Forms received by the Health Information Department. Coordinates correspondence and other documents for provider review; educates members of the clinical care team regarding documentation guidelines as needed regarding forms completion; completes forms in 7-10 Business Days or notify patients when there is a delay in processing due to Provider availability. Works collaboratively with HIM and clinical staff to improve the quality of form completion. Accurately interprets clinical information in the medical record for forms or correspondence completion. This includes CPT codes, Diagnosis codes. Acts as a liaison with Patients regarding form completion and attempts to meet patient’s timelines and assists Providers to meet Patient Needs with form completion as able. A degree from an accredited Licensed Practical Nursing Program, current license from the Massachusetts State Board of Registration and current CPR required. A minimum of 1-3 years of experience working as an LPN, preferably in an ambulatory environment. Excellent communication skills (verbal/written) and strong organizational, problem solving and management skills required. Must have excellent critical thinking and complex decision-making skills required. Ability to navigate and retrieve data from the electronic health record required; knowledge of clinical documentation improvement, coding and clinical chart review preferred. Excellent communication (verbal/written) and strong organizational skills required. Must be Self-directed, motivated to function independently and flexible in work assignments necessary.

If you are interested in applying for a posted position, please forward a resume/application to: Human Resource Dept., Attn: Teresa Lavelle, 230 Maple Street, P.O. Box 6260 Holyoke, MA 01041. Posted March 14, 2025.