

Front Office Coordinator

Purpose: To cultivate a welcoming, compassionate, and professional front office environment while overseeing the patient check-in process, maintaining the integrity of ZoeCare's electronic medical record (EMR) system and patient records, and ensuring compliance with HIPAA standards.

Description: The Front Office Coordinator serves as the first point of contact for ZoeCare's patients, partners, and visitors, providing a warm, welcoming presence both in person and over the phone. This position schedules appointments, coordinates the patient check-in process, and works closely with medical staff to ensure a smooth, efficient, and patient-centered experience. The Front Office Coordinator manages and maintains ZoeCare's EMR system by ensuring patient records are complete, accurate, and confidential while supporting ongoing compliance with HIPAA requirements.

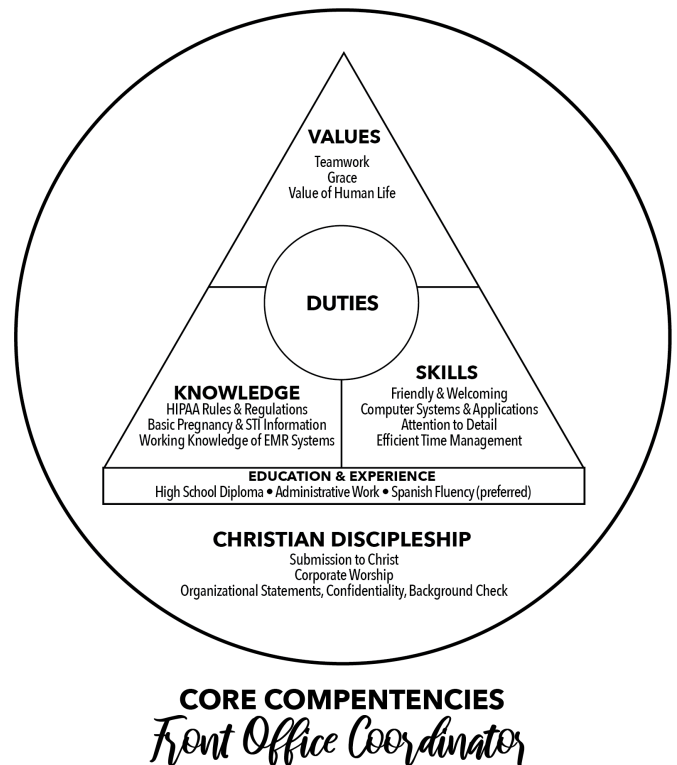
Reports To: Nurse Manager

Weekly Hours: 24 (up to 28 as necessary)

Strategic Importance: The Front Office Coordinator is the front door to ZoeCare's ministry and medical services. As the first point of contact for many patients and visitors, this role creates a welcoming, professional environment that sets the tone for each visit and supports an exceptional patient experience.

Christian Discipleship: These core characteristics are required for all employees and volunteers.

- Submit to Christ's leadership and guidance.
- Participate in corporate worship at a local Christian church.
- Agree with ZoeCare's *Organizational Statements*, conform to and sign the ZoeCare confidentiality statement, and document completion of a Montana criminal background check.



Duties

- Cultivate a healthy front office area that ensures all patients, partners, and visitors are greeted cheerfully and feel comfortable and welcome, in person or over the phone.
- Schedule patient appointments and oversee the patient check-in process.
- Oversee ZoeCare's EMR, ensuring all health records are complete. Participate in chart reviews as assigned.
- Work with Nurse Manager and Compliance Officer to ensure ZoeCare's compliance with AAAHC standards.
- Maintain Patient Services forms and logs, updating as needed.
- Generate reports and statistics as requested.

- Act as ZoeCare's HIPAA Security Officer, lead HIPAA trainings, and ensure ZoeCare maintains HIPAA compliance at all times.
- Serve as a patient chaperone as needed.
- Train reception area staff and volunteers.
- Other duties as assigned.

Knowledge:

- HIPAA rules and regulations.
- Basic pregnancy and STI information
- Working knowledge of EMR systems.

Skills:

- Friendly and welcoming demeanor.
- Computer systems and applications.
- Attention to detail.
- Efficient, goal-focused time management

Values:

- Teamwork.
- Grace.
- Value of human life.

Education & Experience:

- High school diploma.
- Administrative work (medical office experience preferred).
- Spanish fluency (preferred).