



## ACCESS OPERATIONS AGENT

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### Job Attributes

- Job Code: 600475
- Job Family: Administrative Services
- Bargaining Unit: Non-Union
- FLSA Status: Non-exempt
- Reports to : Business Area Manager, Enterprise Contact Center

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### Job Summary

The Stanford Health Care (SHC) Enterprise Contact Center (ECC) Access Operations Contact Center (AOCC) handles a high-volume of inbound calls, outbound calls, faxes and other communication with patients, providers, clinic staff, and others needing to access health care services at one or multiple SHC departments/clinics. The Access Operations Contact Center staff within the ECC is responsible for providing an excellent patient and customer experience by efficiently coordinating services and accurately answering or properly referring inquiries.

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### Essential Functions

The essential functions listed are typical examples of work performed by positions in this job classification, and are not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks, and responsibilities. Specific duties and responsibilities may vary depending on department or program needs without changing the general nature and scope of the job or level of responsibility. Employees may also perform other duties as assigned.

Employees must abide by all Joint Commission requirements including, but not limited to, sensitivity to cultural diversity, patient care, patients' rights and ethical treatment, safety and security of physical environments, emergency management, teamwork, respect for others, participation in ongoing education and training, communication and adherence to safety and quality programs, sustaining compliance with National Patient Safety Goals, and licensure and health screenings.

Employees must perform all duties and responsibilities in accordance with the C-I-CARE Standards of the Hospital. C-I-CARE is the foundation of Stanford's patient-experience and represents a framework for patient-centered interactions.

All qualified applicants will receive consideration for employment without regard to race, sex, color, religion, national origin, protected veteran status or on the basis of disability.

The functions performed by employees in this job family will vary by level or the area(s) to which assigned, but may include (and not be limited to) the following:

- Responds to a high-volume of incoming and outgoing telephone calls and faxed referral
- Coordinates care by scheduling, editing and maintaining routine patient physician appointments for new and returning patients.
- Facilitates communication between the patient and the physician or clinic
- Delivers expert knowledge regarding clinic-specific processes
- Accurately documents and routes calls to the proper department
- Identifies urgent customer needs or operational issues, and escalates appropriately
- Works with care teams, patients, and outside facilities to obtain necessary information required for care.
- Communicates with the care team and support staff on various patient issues.
- Obtains and updates insurance information.
- Meets all regulatory and compliance standards
- Delivers high-level of customer service
- Follows documented protocols and guidelines
- Meets and exceeds departmental quality assurance standards
- Uses reference documents and online knowledgebase tools to clearly articulate accurate information regarding SHC services
- Uses functionality of the telephone system as required

- Other departmental duties as assigned

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## Minimum Qualifications

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### *Education*

- High School Diploma or GED equivalent

### *Experience*

- One (1) year of progressively responsible customer service experience, preferably in a healthcare setting or contact center environment

\*Internal Candidates from Customer Access Assistant level only:

- Six (6) months of progressively responsible and directly related work experience in the Enterprise Contact Center

### *License/Certifications*

- None

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## Knowledge, Skills and Abilities

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These are the observable and measurable attributes and skills required to perform successfully the essential functions of the job and are generally demonstrated through qualifying experience, education, or licensure/certification.

- Type 40 words per minute
- Excellent customer service skills
- Knowledge of medical terminology
- Demonstrated knowledge of proper English grammar in speaking and writing
- Effectively listen to resolve patient's/customers inquiries
- Maintain respect and composure in stressful situations
- Navigate complex software tools and accurately input data
- Effectively document caller notes into the medical record
- Ability to adjust communication to fit the needs and level of understanding of the receiver
- Ability to apply business logic to resolve patient/customer issues while managing multiple priorities.
- Working knowledge of EPIC or other patient/customer database
- Ability to apply C-I-CARE to work

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## Physical Requirements/Working Conditions

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### *PHYSICAL REQUIREMENTS/WORKING CONDITIONS*

- There may be some walking, standing, bending and carrying of light items such as papers and books. No special physical demands are required to perform the work.
- *The working conditions outlines the environment in which the employee will typically work.*
- Work is performed in a typical office environment with standard equipment and tasks.

### *RISK OF EXPOSURE TO BLOODBORNE PATHOGENS*

- Category/Description: Category III - Tasks that involve NO exposure to blood, body fluids or tissues, and Category I tasks that are not a condition of employment