



Position Title: Access Screener
Department: Access Department
Reports to: TBD

Summary

This role provides screening, brief assessment, and warm handoff to patients desiring on-site services at Community Health Systems. This person is responsible for facilitating a verbal assessment, conducting a temperature screen, and verifying a patient's needs prior to them entering the clinic. This individual is also responsible for providing education and, when indicated, a warm handoff and linkage into CHS service lines. This role requires a customer service focused individual with an ability to both engage and support potential CHS patients.

Duties & Responsibilities

- Support COVID response / CHS patient needs through screening, testing, and outreach efforts
- Greet all patients in a friendly and welcoming manner
- Provide a temperature screening
- Conduct a brief verbal assessment to gauge level of risk
- Provide a warm handoff to provider to ensure a smooth engagement into needed services
- Provide education and support to patients, such as:
 - Brief orientation to the clinic
 - Serve as a bridge to connect with provider or other support services if need arises
 - Assist in electronic portal setup / management as needed
 - Provide basic education about COVID-19 symptoms and risk factors

Training

- A two-week comprehensive training schedule will be provided which will give an orientation to all services lines, outline expectations, and provide necessary training on Community Health Systems policies, procedures, safety guidelines, etc.
- Ongoing supervision will be provided to allow for real time feedback, education, and support

Qualifications/Skills

The person fulfilling this role should be able to handle multiple priorities and possess a customer service focused attitude. Ideally this individual will be bilingual. A passion for working with individuals who are experiencing poverty is additionally helpful.

Education and/or Experience

High School diploma or GED, some prior customer experience preferred but not required.