

**Patient Engagement Specialist (Front Office)**  
**Greenland, New Hampshire**  
**Full Time: 40hrs, non-exempt**

## **1. Organizational Profile**

Located just outside of Portsmouth, NH, Lovering Health Center is an independent, 501(c)3 non-profit clinic dedicated to providing confidential, comprehensive and accurate sexual and reproductive health information and services in a supportive environment. Lovering Health Center provides gynecological care, wellness visits, and family planning services; medication and surgical abortions; perimenopause and menopause care, gender-affirming hormone therapy for transgender, nonbinary and gender diverse patients; and STI/HIV testing, counseling, and treatments including PrEP.

Founded in 1980 as the Feminist Health Center of Portsmouth, a satellite to the Concord Feminist Health Center, Lovering Health Center continues to offer a feminist model of care, encouraging patient participation in health care choices and providing complete, accurate information, respectful counseling, and quality services that support those choices.

## **2. Position Summary**

Are you passionate about reproductive justice, health care access, and patient-centered care? Lovering Health Center is seeking a patient engagement specialist to serve as our primary receptionist. As the first point of contact for patients calling and checking in for their appointments, this key role is responsible for starting each patient's healthcare experience with a welcoming, affirming, and knowledgeable approach.

The patient engagement specialist is an integral part of Lovering Health Center's clinical team, and collaborates with our entire team to ensure patients are scheduled in a manner that maximizes access, that they are conveyed any pre-appointment health education in a medically-accurate and non-judgmental way, and that patients are given the information needed to arrive prepared and knowledgeable about their appointment.

Team players, multi-taskers, and folks with a great sense of humor will thrive in this role. LGBTQIA+ identified persons, Black, Indigenous, and other people of color (BIPOC), and individuals from other historically underrepresented communities are strongly encouraged to apply.

## **3. Principal Responsibilities and Tasks**

- Answers telephones, provides information about the services offered at Lovering Health Center.
- Makes patient appointments for clinic services in the EMR (AthenaHealth).
- Educates patients on their rights and responsibilities in alignment with our Informed Consent policies.
- Coordinates record requests and handles all patient health information in accordance with HIPAA.
- Manages sending and receiving patient registration and consent documents via DocuSign with integration into the Electronic Health Record.
- Takes payment for services. Calculates sliding scale costs for uninsured/underinsured patients.

- Responsible for collecting cash and credit card payments, reconciling at the end of the shift, and preparing bank deposits.
- Oversees inventory of the front office supplies and assists with ordering needed supplies.
- Huddles with the clinical team on a daily basis to promote smooth patient health care experiences.
- Work with their supervisor to ensure high-quality front office operations are maintained and improved as needed to meet customer service standards.
- Works with Office Operations Manager to address and resolve patient concerns and/or grievances, soliciting additional support from the Executive Director as needed.
- Other duties as required.

#### **4. Qualifications and Requirements**

- Passion for the mission of Loring Health Center: [www.jglhc.org](http://www.jglhc.org)
- Experience in a health care setting using electronic medical records preferred
- Strong communication skills
- Ability to work collaboratively in a team
- Flexible, able to work well under pressure

#### **5. Employee Benefits**

- Hourly rate is commensurate with qualifications and experience, anticipated range \$21.50-\$23 / hour.
- Competitive benefits package including on site parking, generous paid time off, 100% employer paid NH Paid Family Medical Leave coverage, medical coverage, optional dental coverage, FSA and 401k plans available.

**Applications will be accepted until the position is filled.**

**Interested candidates can submit a cover letter and resume via email to:  
[info@jglhc.org](mailto:info@jglhc.org). – ATTN: Executive Director**