

JOB DESCRIPTION

Job Classification: Medical Receptionist

Reports to: Regional Administrator

Supervises: None

Last reviewed: 09/22/2021

POSITION PURPOSE:

This position is responsible for receiving and greeting the public entering the VVHC reception area. This person also provides the necessary paperwork for center appointments, answers telephones, refers callers to appropriate resources, makes collections and referrals, and provides chart management service for VVHC practitioners.

MINIMUM QUALIFICATIONS:

Education: High school diploma or GED required.

Licensure/Certification: None

Experience: Two years of secretarial or specialized office experience preferred. Medical terminology experience and one-year experience in medical office preferred. Speaking and understanding Spanish is preferred, however, if applying for a bilingual position, it is required.

Equipment/Skills: Multi-line phone system, Microsoft Office Suite (or equivalent).

Physical demands: Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation.

Status Classification: Hourly

PRIMARY JOB RESPONSIBILITIES:

- A. Ensures confidentiality of all clients/patients information per Valley View Health Center policy and HIPAA guidelines.
- B. Respects and works well with all team members.
- C. Attends and participates in all staff meetings and trainings.
- D. Provides telephone coverage for the center during operating hours. Standards:
 - Answers phone courteously, providing scheduling assistance, referral, and message transcription for center practitioners.
 - Initially offers callers help before placing caller on hold.
 - Updates patient information at every patient encounter.
 - Collects and enters all required UDS information.
 - Creates telephone call template and tasks if necessary.
- E. Interacts with public in a professional and courteous manner. Standards:

- Greets public as they enter the center, providing appointment, and referral assistance.
 - Schedules appointments as necessary.
 - Schedules client referrals as necessary.
- F. Maintains cash log for monies taken in provides patient receipt. Documents transaction and balances cash box per department guidelines.
- Correct entry of patient’s Family Size & Income (FSI).
 - Opening and closing batches.
 - Proper collection of payments and posting to patient accounts.
 - Proper documentation and distribution of patient receipts.
- G. Maintains appointment schedule system for center staff and clients. Standards:
- Schedules initial and follow-up appointments according to departmental procedures.
 - Calls patients 24 hours in advance to remind them of appointments.
 - Calls patients to let them know of any cancellations.
 - Calls patients to re-schedule missed appointments.
- H. Maintains medical records system for center. Standards:
- Ensures that an encounter is created for all new patients receiving care at the center in accordance with departmental procedures.
 - Obtains hospital and emergency department records prior to patients visit to center.
 - Manages batches, pays close attention when filing to ensure documents are being attached to correct document/ sent to the provider PAQ for review, if needed.
 - Ensures orderly filing of medical correspondence batches are not left for more than 24 hours.
 - Obtains client consent to release/obtain information prior to sending/requesting client records.
- I. Bilingual receptionist duties:
- Medical interpreting in the exam room for clinical staff.
 - Translate medical correspondence for clinical staff and Spanish-speaking patients.
 - Call Spanish-speaking patients to schedule and confirm appointments.
 - Provide interpreting support for other departments as needed.
- J. Performs other related duties as assigned. Standards:
- Follows guidelines established at time of assignment.
 - Accepts assignments willingly.
 - Prioritizes workload to ensure timely completion of assignment.
 - Asks appropriate clarifying questions relative to scope of assignment.

ACKNOWLEDGMENT:

I have read and understand the above Job Description, and agree with it.

Employee Signature

Date

Supervisor Signature

Date