

JOB DESCRIPTION

Job Classification: Medical Records/Referrals/Receptionist

Reports to: Regional Manager

Supervises: None

Last reviewed: 04/20/2022

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. Speaks and understands Spanish preferred.

Equipment/Skills: 10-key, typing, computer literate

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. 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.
 - Explains the SF program to all patients that qualify.
 - Creates telephone call template and tasks if necessary.

- B. Maintains cash log for monies taken in provides patient receipt. Documents transaction and balances cash box per department guidelines.
- C. 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.
- D. 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.
- E. 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.
- F. 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