

## **Position Description**

**Title:** Medical Clinic Receptionist

**Reports To:** Clinic Supervisor

**Locations:** Happy Camp

**Salary:** \$9.00 to \$10.00 per hour, depending on experience

**Summary:** Shall retrieve and interview incoming patients to obtain or update required patient information. Shall answer and route telephone calls and respond to telephone and in person requests for clinic information. Must be knowledgeable of policies, procedures and patient rights and shall so advise patients. Shall encourage patients to adhere to appropriate behavior as described in the policy on patient conduct. Shall schedule, reschedule and cancel appointment using the RPMS Data System. Shall work with the entire healthcare team to promote a positive attitude and an environment of patient-centered service, continuous quality improvement, compliance with JCAHO Ambulatory Healthcare Standards and other statutory requirements.

**Classification:** Full Time, Regular, Non-Exempt, Non-Entry Level

### **Responsibilities:**

1. Shall proficiently schedule, reschedule, and cancel patient appointments using RPMS, the patient registration and appointment scheduling modules.
2. Shall consistently provide daily appointment schedules to each clinical staff member.
3. Shall efficiently collect billing information, e.g., MediCal, Medicare, and Private Insurance, compile pertinent daily sheet information, etc., and shall correctly collect and record payments, including the use of credit card verification and processing machines.
4. Shall be consistent in the registering of patients, noting the time of arrival, checking for changes in eligibility or reimbursement status and updating their demographic information on RPMS.
5. Shall appropriately provide patients with the required intake forms, and assist them as needed
6. Shall effectively advocate acceptable patient conduct in the lobby and shall keep lobby and restroom neat.
7. Shall efficiently answer the telephone and route call(s), record and take messages as appropriate.
8. Shall be responsible for updating voice mail messages or announcement on medical front office phone, as needed or instructed by Administrative Supervisor/Medical Records Supervisor.

9. Shall efficiently contact patients to confirm appointments, notify them of unavoidable delays or cancellations and to send out appointment reminders.
10. Shall appropriately assist patient in getting medications refilled as appropriate.
11. Correctly call in prescriptions or refills as directed by the professional clinic staff.
12. Competently and timely sort incoming mail and messages into distribution boxes, and shall process outgoing mail.
13. Shall provide office support as time allows ex; typing, filing etc.
14. Shall be cross trained in medical records and RPMS Data Entry.
15. Shall maintain the confidentiality, security, and physical safety of patient's health records at all times.
16. Is capably available for local and out of the area travel as required for job related training. Is cooperative in attending all required meetings and functions as requested.
17. Is courteous in accepting other job duties as assigned.

**Qualifications:**

1. Demonstrates the ability to work effectively with Native American people in culturally diverse environments.
2. Exhibits the ability to manage time well and work under stressful conditions with an even temperament.
3. Display the ability to establish and maintain harmonious working relationships with other employees and the public.
4. Demonstrates the ability to understand and follow oral and written instructions.

**Requirements:**

1. Must have High School Diploma or equivalent.
2. Must have good computer knowledge and the ability to type 45 WPM, in addition to good clerical skills and knowledge of office machines.
3. Must possess excellent telephone skills and make a positive first impression on patients and visitors to the clinic.
4. Must possess valid driver's license, good driving records, and be insurable by the Tribe's insurance carrier.
5. Must adhere to the confidentiality and HIPAA policies.
6. Must become certified and remain current in infant, child, and adult CPR and First Aid.

7. Must provide documentation of immunity to measles, rubella and/or become immunized with the recommended vaccines, including Hepatitis B. Must test annually for TB.

**Tribal Preference Policy:** In accordance with the TERO Ordinance 93-0-01, Tribal Preference will be observed in hiring.

**Council Approved: April 14, 2005 (revised)**

**Chairman's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**\*\* Employee must sign position description annually, during their evaluation.**