

Position Description

Title: Clinic Receptionist/Medical Records Clerk

Reports To: Clinic Physician

Location: Orleans Clinic

Salary: \$9.00 to \$10.00, depending on experience

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

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 request 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 appointments 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.

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 staff member.
3. Shall efficiently collect billing information, e.g., MediCal, Medicare, Private Insurance, 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 optimistically greet visitors and provide them with appropriate information.
8. Shall efficiently answer the telephone and route call(s) to appropriate person(s).
9. Shall knowledgeably assist patients in the completion of advanced directive forms.

10. Shall efficiently contact patients to confirm appointments, notify them of unavoidable delays or cancellations, and sends out appointment reminders.
11. Shall appropriately assist patients in getting medications refilled.
12. Correctly call in prescriptions or refills as directed by the professional clinic staff.
13. Shall efficiently provide basic office support, e.g., mail, messages, typing, filing, and etc.
14. Shall maintain the confidentiality, security, and physical safety of patient's health records.
15. Shall maintain the unique identification of each patient's health record, and shall print patient summaries for the health record at each visit.
16. Shall supervise the collection, processing, maintenance, storage, timely retrieval, and distribution of health records.
17. Shall maintain a predetermined, organized health record format.
18. Shall review health records for completeness, and update personal data.
19. Shall review health records to determine if they are legible, properly charted and signed.
20. Shall be responsible for the logging in and out of health records and for completing and incident report on missing records.
21. Shall establish and monitor retrievability rates and turnaround times.
22. Shall respond to release of records or information in accordance with KTHP policy and procedures and HIPAA.
23. Shall be responsible for the assembling of billing packets, which shall be submitted to coders and/or billing clerks/data entry clerks.
24. Shall report quarterly on the Medical record Review to the ACQI Committee, and shall collect other data as required.
25. 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.
26. 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. Displays 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 basic knowledge of office procedures and machines. Must have basic computer skills and competency. Must be able to type at least 25 WPM.
3. Must possess excellent telephone skills and make a positive first impression on patients and visitors to the clinic.
4. Must possess a valid driver's license, a good driving record, and be insurable by the tribe's insurance carrier.
5. Must adhere to the confidentiality policy.
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 vaccine, including Hepatitis B. Must test annually for TB.
8. Must successfully pass a pre-employment drug and alcohol screening test and be willing to submit to a criminal background check.

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

Council Approved: Revised April 14, 2005

Chairman's Signature: _____

Date: _____

Employee's Signature: _____

Date: _____

**** Employee must sign position description annually, during their Evaluation.**