



JOB DESCRIPTION

CLASSIFICATION: Non Exempt

POSITION TITLE: **Medical Receptionist**

**PROGRAM NAME/
LOCATION:** West Salem Clinic
1233 Edgewater St NW

EMPLOYMENT STATUS: Full Time

SUPERVISOR: Administrative & Call Center Supervisor

FUNCTION:

Performs receptionist and secretarial duties.

SUPERVISORY DUTIES:

None.

GENERAL DUTIES:

- 1 Consistently performs specific assigned daily and general duties; meets deadlines.
- 2 Regularly attends and participates in assigned meetings.
- 3 Meets established attendance criteria and starts work promptly.
- 4 Knows and consistently implements all approved policies, protocols and procedures.
- 5 Regularly supports compliance and accreditation efforts as assigned including, but not limited to OSHA, Joint Commission and HIPAA.
- 6 Consistently supports the organization's mission as defined by the Board of Directors and the Executive Director.
- 7 Participates in cultural competency training and uses culturally appropriate actions and language at all times.
- 8 With the immediate supervisor, sets and achieves annual goals for job performance improvement.

- 9 Polices the entire work environment, ensuring the entire facility, indoors and outdoors, is kept as clean and orderly as possible.
- 10 Effectively participates as a member of the team and promotes teamwork.
- 11 Consistently demonstrates good use of time and resources.
- 12 Consistently interacts with clients and staff in a manner that reflects favorably on the organization.

SPECIFIC DUTIES: (The first five are Core Competencies)

- 1 Greet patients courteously and professionally.
- 2 Gather information on insurance coverage and/or responsible party, and verify the accuracy of information; enter and/or update patient demographic and insurance information for billing and data collection purposes.
- 3 Obtain and prepare patient records, encounter forms, and other paperwork according to established procedures.
- 4 Collects and deductibles, co pays, and discounted fees from patients.
- 5 Take the next days appointment schedule and place calls to the patients and remind them of their scheduled appointments, keep records of calls placed and contacts made.
- 6 Schedule appointments.
- 7 Responsible for the lobby; keeping clean and monitoring for inappropriate behavior and disruptive conduct. Notifying appropriate staff as needed.
- 8 Perform a variety of office duties, including, but not limited to: printing daily schedules, photocopying, typing, pulling charts, faxing, routing received faxes to appropriate persons, maintaining office equipment as needed, opening mail, and preparing the mail to go out.
- 9 Relieve other staff members for lunches and breaks as directed.
- 10 Assist in rearranging providers schedule when called away from the clinic, is ill, or has a change of schedule.
- 11 Answer basic questions about the clinic, or transfer to appropriate person or department.
- 12 Responsible for unlocking and locking the main front doors in the morning and evening.
- 13 Maintain strict patient confidentiality in accordance to HIPAA policy.

QUALIFICATIONS:

- 1 Must have a high school diploma or equivalent.
- 2 Bilingual in English/Spanish preferred.
- 3 Ability to interact effectively and courteously with patients and staff.

- 4 Typing skills and familiarity with computers a must.
- 5 Must have legible handwriting.
- 6 Ability to work flexible hours preferred.
- 7 Must be able to work in a fast-paced environment.
- 8 Valid Oregon driver's license and proof of automobile insurance required.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF POSITION:

- 1 The physical activity of this position may include: sitting, stooping, kneeling, crouching, reaching, standing, walking, picking, pinching, typing, and lifting.
- 2 The worker is subject to inside environmental conditions.
- 3 Light work, Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly to move objects.
- 4 Must wear scrubs or uniform.

HAZARDS OF POSITION:

- 1 The worker is exposed to infectious diseases.
- 2 The worker is exposed to unpredictable behavior.
- 3 TB testing - high risk
- 4 Hepatitis B testing - low risk