



Wellness is Traditional

## **JOB ANNOUNCEMENT**

Position Title: Medical Front Office Receptionist  
Department: Medical  
Supervised By: Medical Front Office Manager  
Location: Alpine  
Status: Non-Exempt  
Posted: September 19, 2017  
Closing Date: Until Filled  
Compensation: \$11.74 - \$20.20/ Hour DOE  
Grant: N/A  
Hours: Full Time, Monday-Friday, 8:00AM-4:30PM. Evening or weekend hours may be required

### **GENERAL STATEMENT OF RESPONSIBILITIES:**

Under the supervision of the Medical Front Office Manager, the Medical Front Office-Receptionist will provide a comprehensive range of services that are part of a team focused process, to ensure that patients and visitors are greeted, properly received, and processes are completed to ensure that the purpose for visit is successfully handled.

This position encompasses multiple different functions, and the Receptionist will be capable of providing all of the services related to the team focused process. Depending upon the actual position in the front office, which shall be rotated to ensure quality of service, the duties of the position may vary. Customer Service in a Patient Focused environment is a primary requirement to work in this team-based care approach.

The position includes the following duties/responsibilities, variable dependent upon position occupied in the office at the time:

### **SPECIFIC DUTIES AND RESPONSIBILITIES**

1. Utilizing the designated computer system, schedules appointments appropriately according to scheduling guidelines and procedures
2. Answers multiple line telephone, directing calls, taking messages, and handling simple inquiries regarding policies and appointments. Per Policies and Procedures, refers medical inquiries to appropriate

- designated staff. Refers prescription refill request to Pharmacy or Registered Nurse and assists as defined by Policy and Procedure.
3. Provides superb customer service as defined by
    - a. Positive attitude
    - b. Excellent phone etiquette
    - c. Willingness to treat patients with a personalized approach
  4. When in any position in the front office, may be called upon to assist with verification of insurance/alternative resource coverage, including assignment of PCP to SIHC, etc. This function would be in support of the Business Office staff member who is present in the front office, and may be called upon to assist as needed, if patient flow demands assistance for smooth patient flow and processing. Assist patients with general insurance questions and instruct patients on how to contact their insurance carrier with questions.
  5. Calls patients to remind them of upcoming appointments. Calls patients who have missed appointments to assess reason, and offer to reschedule as indicated.
  6. At each visit to the clinic, ensures information on established patients is current and all necessary forms are updated, performing updates in the computer system on a real time basis
  7. Obtains completed registration forms on new patients, enters information in the computer
  8. Scans designated patient registration information into the Electronic Health Record (EHR)  
  
Collect co-pay payments and other patient payments to include lab and x-ray fee. Checks out patients, schedules return appointments.
  9. Responsible for cash register to include daily deposits to fiscal.
  10. Monitors the waiting area, assists in keeping the waiting room neat to avoid any safety hazards, and reports any identified safety hazard or disruptive behavior to supervisor.
  11. Emergency driver/ transports patients if the need arises and as assigned by supervisor
  12. Performs other duties as assigned by the Medical Front Office Manager.

**QUALIFICATIONS:**

- 1. Education/Experience:** Medical front office experience is required. Computer knowledge and keyboarding/typing skill is required as well as experience providing excellent customer service. Basic computer literacy and use of common applications is needed (such as Microsoft Word, Outlook, etc). A High School diploma or GED certificate is required. Must be able to multi-task duties. Must be able to maintain patient confidentiality and comply with requirements of HIPAA at all times. Education, training, and/or experience which clearly demonstrate possession of the knowledge and skills stated above. Must be 18 years of age or older.
  
- 2. License/Certificates:** A valid California driver's license is required at the time of appointment and must be maintained throughout employment. Applicant must be insurable under SIHC vehicle insurance policy at the time of hire and throughout employment.  
  
Certifications and/or licenses appropriate to the positions required education and profession must also be valid and maintained.
  
- 3. Character:** Applicants must have a reputation for honesty and trustworthiness. Must be responsible and able to exercise good judgment, accept administrative supervision, follow detail, including the ability to interact effectively and communicate with people in a professional and courteous manner.
  
- 4. Other:** Applicants must successfully pass a pre-screening, including a tuberculin skin test or x-ray and a blood/urine drug screening test. Health must be adequate to perform all duties of the position. Applicant must complete SIHC Application and Authorization Form, both must be submitted to Human Resources prior to the close date indicated.

### **INDIAN PREFERENCE:**

**INDIAN PREFERENCE:** In the filling of any SIHC job vacancy, preference may be given to qualified Native American Indians, pursuant to the Indian Preference Hiring Act, 25 USC 472, unless other laws require the filling of a vacancy without regard to Indian preference (e.g. Public Law (P.L.) 94-437, "Indian Health Care Improvement Act (IHCIA). To receive Indian preference for any SIHC position, the applicant must be enrolled, or be eligible for enrollment, as an American Indian with their Tribe, or must be certified as an American Indian from the designated Tribal Representative. Applicants claiming Indian preference must attach verification of their claim to the SIHC application, including Certification of form BIA-4432, which is available from the SIHC Human Resources Department.

If verification is not or cannot be verified, the applicant will not receive Indian preference for purposes of the interview.