

## **EL DORADO COUNTY COMMUNITY HEALTH CENTER**

### **JOB DESCRIPTION**

**JOB TITLE:** Medical Office Receptionist

**REPORT TO:** Manager, Front Office & Medical Records

**DIRECT REPORTS:** None

**JOB SUMMARY:** Under the supervision of the Front Office Supervisor and Manager, Front Office & Medical Records; this position is responsible for medical office reception, patient check out, and general operator duties, while accurately using the electronic medical record to register and schedule patients within Center and HIPAA parameters. The Medical Office Receptionist works in a team environment, is customer service oriented, and patient focused.

### **JOB DUTIES AND RESPONSIBILITIES**

1. Greet and accurately register client demographics in electronic medical record.
2. Obtain and verify client insurance, and co-pay information.
3. Obtain client authorizations and check for accuracy of completed clinic forms.
4. Collect and log co-pays/deductibles/payments.
5. Make return appointments at the end of client visits.
6. Prepare and post charges from source documents and complete the daily deposits.
7. Responsible for the appearance of the lobby area; keep the area picked up. Alert appropriate staff if there is an issue that needs to be addressed immediately.
8. Alert Front Office Supervisor or Manager, Front Office & Medical Records of possible problems concerning client relations, client flow, and other functions of the clinic. Complete incident reports as required.
9. Verify patient eligibility, if applicable, with Medi-Cal and CMSP insurance products.
10. Assist in interpreting for non English-speaking clients if sufficiently proficient in the client's language.
11. Schedule new patient appointments. Re-direct those that have an HMO to the appropriate provider for service. Have knowledge of, and be able to explain, the Center's sliding fee scale. Assemble and mail new-client packages.
12. Acquire appropriate signatures for release of medical information.
13. Prepare outgoing mail on a daily basis, track postage balance, and ensure that mail is put out daily.
14. Report equipment or a supply needed to Front Office Supervisor; order office supplies when required.

## **Community Contribution/Customer Satisfaction**

1. Support and contribute to efforts to maintain and improve client satisfaction in all aspects of health care delivery.
2. Participate in outreach activities such as agency-sponsored health fairs/events when needed.

## **Safety**

1. Follow all safety procedures and report unsafe conditions to ensure an injury-free work environment.
2. Use appropriate ergonomic measures to reduce risk of work-related injuries.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of:
  - Clinic policies and procedures.
  - Medical terminology.
  - General information about CPT, ICD-9, ICD-10, and HCPCS coding and insurance billing.
  - HIPAA
  - California consent to treat laws as applicable to a primary care setting.
- Skills in:
  - Effective oral and written communication; bilingual (English/Spanish) preferred.
  - Using a computer for word processing, billing, and e-mail.
  - Using a 10-key calculator and a Point of Sale (POS) system.
- Ability to:
  - Share the EDCCHC mission and work well in a team environment.
  - Develop rapport and work with people of all ages, cultural, religious, social and ethnic backgrounds.
  - Be courteous and utilize professional behavior in all interactions with the public and staff.
  - Maintain the highest level of confidentiality of client information; HIPAA Compliance.
  - Make decisions within certain prescribed limits according to Policies and Procedures.
  - Determine priorities in workload and meet established deadlines.
  - Work in a fast-paced environment with frequent interruptions and maintain a positive disposition at all times.
  - Be flexible in accepting, changing or carrying out assignments.

## QUALIFICATIONS

To qualify for this position, an individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge, skill, and ability requirements listed above. A typical way to acquire the required qualifications would be:

### Experience:

An individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge, skill, and ability requirements listed above.

Additionally, one year of experience in customer service, medical scheduling and/or related clinical environment; along with working knowledge of medical terminology.

### Education and Certification:

- High school diploma or GED.
- Valid Driver License, unrestricted and current personal auto policy (will be required to submit proof of licensure and insurance).
- Current CPR certification is required.

## OTHER

### Physical Requirements:

Normal health center/interior office environment: see, hear, talk, walk or move about, sit and/or stand for long periods of time, reach, stoop, bend, lift up to 25 lb.; repetitive hand movement; use and view a computer; use a calculator, operate fax, copier, telephone; read and write English.

**FLSA Status:** Non-exempt

**Note:** The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.

I have read and understand the job description for my position, Medical Office Receptionist.

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Name

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Date