UNIVERSAL
community health center

Job Title: Front Office Receptionist
Department: Clinical Administration
Reports To: Front Office Supervisor
FLSA Status: Non-Exempt
Prepared By: Human Resources
Approved By: Chief Executive Officer
Last Modified: 08/28/2018

Job Summary

Greets and assists visitors. Answers telephone, schedules appointments, provides appropriate information, and routes call to appropriate person. Performs clerical tasks, as assigned, including but not limited to, filing, faxing, completing forms and data entry. Assists in the organization, and administration of company objectives and policies.

General Accountabilities

- Welcome patients as they contact the clinic personally or by telephone; answering or referring inquiries. Explains the services available, payment options, and billing procedures.
- Schedule appointments; direct walk-in patients and emergencies as per established policies and procedures.
- Answer all incoming calls and route them to the appropriate staff.
- Register all patients per registration protocol and collect all documentation, verifies, updates and inputs information into EMR. Protects patients rights by maintaining confidentiality of personal and financial information.
- Generate route slips for each patient, and assure that all services provided have been checked out properly.
- Reviews and verifies patient coverage of insurance or other agencies and computes the charges to be paid by the patient.
- Collects deposits or co-pays/deductibles prior to the patient being seen by the provider per established policies and procedures. Inform patient of their outstanding balance, collect said balance, and issue cash receipt when monies are collected.
- Work closely with Physicians, Physicians Assistant, and Medical Assistant and staff to assure smooth patient flow and cut down on waiting time. Helps patients in distress by responding to emergencies.
- Call and remind patient of his/her appointment; Follow up on "no show" patients on a daily basis.
- Communicate patient's problem/complaint to the office manager or his/her designee. Maintains operations by following policies and procedures' reporting needed changes.
- Makes copies, sends, and receives faxes.
- Assures that reception area is clean and orderly.
- Opens and closes the office.
- Other related duty as the job requires.
- *The company reserves the right to add or change duties at any time.
- * Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Job Qualifications

Education: High School Diploma or equivalent Substitute. Must have excellent phone communication and customer service skills, must work well with constant interruptions and ability to relate to patients, through familiarity with the medical terminology and triage procedure. Must be familiar with CHDP, Medical, and Family Pact, PPO, Cover California, Medical/Medicare. Computer experience required. EMR experienced required. Ability to speak, read, and write in English or Spanish is desirable.

Competencies

- Ability to work under pressure and willingness to treat all patients with the utmost kindness and consideration in the most trying situations.
- Friendly personality with the desire to work with the public.
- Ability to handle multi-functions.

- Understanding of community based organizations.
- Ability to take initiative and problem solve
- Excellent verbal and written communication skills
- Excellent phone skills
- Excellent organizational and prioritizing skills
- Ability to present oneself as well as the company in a professional manner
- Proficient in the use of a personal computer and corresponding programs, internet literate
- Attention to detail
- Interpersonal skills and customer service skills required
- Extensive Knowledge of Adobe Acrobat, MS Word, Excel.

I, _____ have read and reviewed the Universal Community Health Center **Front Office Receptionist** Job Description. I agree to perform the noted General Accountabilities listed above.

Acknowledged by: _____

        (Print Name)

        _____

        (Signature)

Witnessed by: _____

        (Print Name)

        _____

        (Signature)