The Children’s Clinic
“Serving Children and Their Families”

JOB DESCRIPTION

JOB TITLE:  Front Office Clerk

REVISED DATE:  02/08/2019

REPORTS TO:  Clinic Manager

PRIMARY FUNCTION:  To efficiently and accurately register patients on EPIC. To continuously assesses front office flow to coordinate walk-in immunization, same day walk-ins and regularly scheduled appointments. To engage as the first line of contact with all patients, family members and guests entering and exiting the organization. To ensure that the needs of a patient are met quickly and with patient satisfaction. To answer the telephones, sets up appointments, file and perform other tasks as assigned.

WAGE CLASSIFICATION:  Non - Exempt [x]  Exempt [ ]

Salary Range:  __________

POSITION SUPERVISES:  (x) None  Department:  Clinic Site - Front Office Clerk

Primary Assignment:

☐ Registration  ☐ Phone Operator

☐ Help Desk  ☐ Medical Records

☐ Check-in Desk

EDUCATION/QUALIFICATIONS:

• Completion of High School or equivalent
• Experience in medical/hospital setting preferred
• Ability to communicate and relate well to people
• Basic typing, computer skills, including Microsoft Word, and prior telephone experience
• Ability to problem solve and prioritize tasks
• Ability to develop procedures for front desk activities
• Proven reliability, trustworthiness, flexibility, and high ethical standards
• Ability to handle multiple tasks
• Ability to continue with a task after an interruption
• Adaptable to change
• Familiarity with medical terminology
• Demonstrated ability to treat all individuals with respect and exceptional customer service
• Bilingual preferred (English/Spanish; English/Khmer)
ESSENTIAL DUTIES AND FUNCTIONS:

1. To maintain a professional demeanor on the phone and in person.

2. To ensure that reception area is presentable, clean and orderly at all times. To ensure waiting room is clean and presentable at all times.

3. To be responsible to greet clients, their family members and visitors as they enter the clinic, answer telephones, schedule/cancel appointments into EPIC as per The Children’s Clinic Cancellation Appointment Policy, advise patients on The Children’s Clinic policies including copayments and documents to bring with them, direct phone calls to other staff, and take and relay messages.

4. To prepare charts for daily appointments and walk-ins, as is appropriate, including verifying insurance information, capturing required areas of registration, and providing appropriate paperwork for clients to complete. To scan registration information by end of business day.

5. To be responsible for daily collection of patient fees and receipts, the closing of the cash drawer, and verifying account amount with manager/supervisor at end of each business day.

6. Manages/Assists medical records management: charts organized and current; reconverting old charts, purging inactive charts following The Children’s Clinic Retiring All Paper Charts policy.

7. To make reminder phone calls to all patients with appointments the day before the appointment and follow up on “no show” patients as per The Children’s Clinic No Show Appointment Policy.

8. To record and follow up on patient requests.

9. To check clinic voicemail daily and route messages as is appropriate. To pick up mail daily and sort accordingly.

10. To be responsible for front-office supplies, providing supervisor/manager with list in a timely pre-determined schedule.

11. To be cross-trained in basic back office responsibilities, if needed for emergency coverage.

12. To assure and maintain patient confidentiality in the front desk and check out areas.

13. To exhibit awareness of cultural factors and shows competence in reducing barriers to the provisions of health care services.

14. To follow infection control measures per The Children’s Clinic Policies and Procedures.

15. To promote patients’ rights and is knowledgeable about documenting patient complaints as outlined in The Children’s Clinic Incident Report.

16. To refer sliding fee questions and/or applications to the eligibility worker / case manager or direct supervisor/manager.

17. To maintain all data collection and statistics as required by supervisor/manager.

18. To assist with other clerical duties as needed including copying and sending medical records as directed by clinical staff.

19. To attend/participates in meetings, committees, and training as directed by supervisor/manager.

20. Other duties as assigned.
Physical Demands: Frequent sitting at a desk for office work. Occasional driving of automobile for outside meetings. Occasional climbing stairs, stepstools; stooping, kneeling, reaching and turning. Continuous use of olfactory, auditory and tactile senses. Occasional pushing/pulling to 50 lbs.; lifting up to 25 lbs. and carrying to 25 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Technical Requirements: Frequent use of telephone system and office equipment i.e. computer, printer, FAX machine, copier, and general office supplies. Must be able to type 45 words/minute—Do WE do a typing test of applicants). Occasional use of wheelchair, gurney and other patient assisted devices for transfers in the clinic.

Mental: Duties require attention to detail, alertness, problem solving, tolerance to stress and exercising sound judgment. Also requires abstract thinking and intuitive sense.

Communication Demands: Frequent talking to clinic staff, patients, board members, funding agencies, and external community agencies and professionals. There is daily communication via telephone and in person, including training/giving instructions, receiving instructions, and composing accurate written language (English). Must have ability to work with diverse individuals in the Long Beach area and target groups, such as the mentally-ill, alcohol and substance abusers and homeless individuals.

WORKING CONDITIONS:

Indoor office setting. Space limited, air conditioned in the summer and central heat during the winter environment. Occasionally required to be outdoors for travel, and can be exposed to variable weather conditions. Occasional travel from one clinic location to another for patient care purposes and meetings. Occasional exposure to noise, moisture, noxious odors and gases. Occasional exposure to dust, dirt, cold, biological and chemical agents.

Work hours: 8 hour work days with variable/flexible hours depending on clinic needs. Overtime may be required.