



# Arroyo Vista Family Health Center

## JOB DESCRIPTION

**Position Title:** Call Center Medical Receptionist

**Salary Range:** \$22.00 - \$25.27 Hourly

**Summary:**

Under the supervision of the Clinic Operations Manager, the Call Center Medical Receptionist serves as primary point for patient telephone access to Arroyo Vista Family Health Center. The Call Center Medical Receptionist answers, greets, screens, and directs incoming and outgoing telephone calls, electronic messages and other web-based communications. Responds to basic inquires and refers to appropriate clinic personnel. Contacts and distributes messages to medical personnel using a variety of electronic methods including voice and email systems. The Call Center Medical Receptionist is cross-trained with medical reception duties and schedules and confirms initial and follow-up medical appointments, registers patients and performs insurance verification.

**DUTIES AND RESPONSIBILITIES:**

1. Responsible for welcoming patients and visitors in a friendly, professional and courteous manner both in person and on the telephone.
2. Responsible for answering multi-line telephone lines, ensuring that all calls are channeled to, and responded by the appropriate personnel
3. Responsible for completing “warm telephone transfer” to appropriate personnel.
4. Responsible for collaborating with outsourcing call center agents as needed.
5. Responsible for verifying patient demographics at each patient contact via phone, telehealth or in person appointment.
6. Responsible for scheduling appointments for all clinic sites and provide general agency and/or program information.
7. Responsible for registering patients and entering patient demographics in the Practice Management System (PM).
8. Responsible for initiating patient encounters with appropriate pay code for telephonic, telehealth or in-person visits.
9. Responsible for assuring that patient registration, medical history, and consent and privacy forms are thoroughly completed and signed on an annual basis.
10. Responsible for verifying patient insurance and eligibility prior to office visit and communicates effectively with billing staff for financial screening and cashier services.
11. Responsible for obtaining and distributing Patient Perception Surveys to patients.
12. Responsible for communicating in an effective and professional manner with Physicians, ancillary departments, nursing, office staff, Health plan and, as well as patients and their families.
13. Responsible for actively participating in the Environment of Care Program.
14. Responsible for following all Agency safety and health standards, regulations, procedures, policies, and practices.
15. Performs other duties as necessary.

## **REQUIREMENTS:**

1. Six months to one year experience as a medical receptionist.
2. Strong telephone etiquette.
3. Excellent verbal and written communication skills.
4. Knowledge of HIPPA compliance preferred.
5. Knowledge of medical terminology, insurance plans and eligibility requirements.
6. High school graduate or GED certification.
7. Bilingual (English/Spanish).
8. Computer experience with excellent computer skills in a Microsoft Windows environment.
9. Access to automobile with valid California driver's license and state mandated automobile insurance.
10. Work schedule to include evenings, overtime, and weekends as needed.
11. Ability to type 35 wpm.
12. Ability to deal effectively with the patient, staff, and visitors.