Arroyo Vista Family Health Center

JOB DESCRIPTION

Position Title: Medical Receptionist

Salary: $22.00 - $25.27 per hour

Summary:
Under the supervision of the Clinic Operations Manager and Clinic Coordinators, the Medical Receptionist is responsible for performing basic clinical, administrative and office support functions in an assigned department, including greeting patients, answering phones and scheduling appointments.

DUTIES AND RESPONSIBILITIES:

1. Responsible to greet patients and visitors in a courteous and professional manner and direct them to appropriate areas..
2. Responsible to registers patients and enters patient demographics in the Practice Management System (PM)
3. Responsible to manage and monitor patient intake for telehealth appointments via telehealth dashboard.
4. Responsible to verify patient demographics at each patient contact via phone, telehealth or in person appointment.
5. Responsible for changing/updating a patient's demographics to include PCP change.
6. Assures that patient registration, medical history, and consent and privacy forms are thoroughly completed and signed on an annual basis.
7. Initiates Advance Directives, Geriatric Form, Patient Health Questionnaire-9 (PHQ9) and Adult Preventive Record form for new and established patients.
8. Verifies patient insurance and eligibility prior to a patient's office visit
9. Responsible to–Communicate effectively with billing staff for financial screening and cashier services.
10. Responsible to Initiate~~s~~ patient encounters with appropriate pay code for telephonic, telehealth or in-person visit.
11. Responsible to Schedule~~s~~ appointments, "recalls" and "walk-ins" per clinic procedure.
12. Responsible for follow-up on patient "no-shows" and cancellations per clinic procedure.
13. Responsible for follow-up with their assigned provider tasking orders and patient portal.
14. Responsible to effectively manage medical front office high volume of phone calls.
15. Responsible to Confirms patient appointments daily.
16. Responsible to observe clinic flow of patients.
17. Responsible to distribute and obtains Patient Satisfaction Questionnaires.
18. Responsible to assists patients to select Primary Care Provider (PCP) and to assist with PCP transfers.
19. Responsible for referring patients to the Managed Care Department for PCP transfer requests as needed.
20. Responsible for following all Agency safety and health standards, regulations, procedures, policies, and practices.
21. Actively participates in the Management of the Environment of Care Program.
22. Performs other duties as necessary.

REQUIREMENTS:

1. One (1) year experience as a medical receptionist.
2. Ability to read and follow instructions.
3. Knowledge of medical terminology and assessment skills.
4. Knowledge is insurance plans and eligibility requirements.
5. High school graduate or GED certification.
6. Bilingual (English/Spanish).
7. Computer experience with excellent computer skills in a Microsoft Windows environment. Must include Excel and skills in database management and record keeping.
8. The employee is familiar and knowledgeable with the use of a type of health information technology system. The employee will assure to take such steps necessary to allow Arroyo Vista to realize the benefits of the Electronic Health Records system including the adoption, implementation, upgrading and meaningful use of such technology as requested or required by Arroyo Vista or other federal or state authority.
9. Ability to type 35 wpm.
10. Access to automobile with valid California driver's license and state mandated automobile insurance.
11. Ability to deal effectively with the patient, staff, and visitors.