

Partners *for* Healing

Job Description

Job Title: Receptionist

Work Environment: Medical Office

Department: Admin

Weekly Hours: 26-30 hours, on average, with clock-in no later than 15 minutes before Clinic opening; clock-out no earlier than 15 minutes after Clinic closing

Immediate Supervisor Title: Executive Director

Supervisory Responsibilities: None

Essential Job Responsibilities:

1. Greet and assist patients, visitors, volunteers, and the public with compassion, respect and dignity at all times.
2. Answer phone calls. Take appropriate timely action (i.e., explain process to become a patient, schedule appointment, log/route messages accordingly, etc).
3. Obtain information/documentation necessary for patients who qualify for available assistance programs
4. Maintain confidentiality of patient and clinic information.
5. Check patients in and out via EMR. Schedule future appointments as directed by Provider.
6. Use electronic medical records system (EMR) with accuracy maintaining and updating patient files with appointments, photo, demographics, personal and financial information.
7. Direct all inquiries that require medical or eligibility information to the Provider or Executive Director.
8. Maintain neatness of front desk/reception area during clinic hours.
9. Perform copying/scanning/faxing of documents.
10. Sort and route incoming mail/packages to appropriate department.
11. Schedule lab/pathology pick-ups when necessary.
12. Review faxes/scans received into EMR and route accordingly by days end.
13. Operate office equipment; report when maintenance/supplies are required.
14. Keep track of clinic/office supplies. Coordinate approval/ordering with the Executive Director.
15. Assist staff in finding information in the EMR as requested.
16. Attend monthly Staff meeting and two Partners for Healing community events each calendar year.
17. Other administrative duties to support clinic function as required.

Performance Requirements (at time of hire):

Knowledge:

1. Working knowledge of reception procedures. (Healthcare field and medical office protocols/procedures a plus).
2. Bi-lingual in Spanish a plus.

Skills:

1. Support providers/clinic staff.
2. Strong organizational, interpersonal, verbal communication and listening skills.
3. Computer and standard office equipment experience.
4. Proficient in Microsoft Office applications; specifically Outlook, Excel, Word.

Abilities:

1. Work as a member of the interdisciplinary team.
2. Learn and retain information regarding clinic procedures.
3. Plan, prioritize, and complete delegated tasks in a timely manner.
4. Project a pleasant and professional image demonstrating compassion and care in dealing with others.

Education: High School Graduate or equivalent. Medical Assistant certificate a plus.

Experience: Minimum one year of recent experience working with people in a front office position; preferably a medical office. Strong computer skills.

Equipment Operated: Standard office equipment, multi-line telephone. Electronic medical records/health information management system a plus.

Physical/Mental Requirements: Must be able to use appropriate body mechanic techniques when making necessary patient transfers and helping patients with walking, dressing, etc. Must be able to lift up to 30 pounds of supplies. Occasional stress of working in a fast-paced environment.

Employee

Printed Name: Michelle Northcutt

Signature: Michelle Northcutt

Date: 1/18/21

Lynn Brumfield, Executive Director

Signature: Lynn Brumfield

Date: 1/18/21