JOB TITLE: Clinic Receptionist FLSA STATUS: Hourly- Union

DEPARTMENT: Wallowa Memorial Medical Clinic DATE: January, 2021, 2022

REPORTS TO: Patient Experience Supervisor APPROVED BY: Clinic Administrator

JOB SUMMARY:

Act as general registration for the clinic, welcoming patients and visitors, registering patients and scheduling appointments in a professional and courteous manner. The Clinic Receptionist is also responsible for collecting patient payments and performing other basic clerical duties as required.

MISSION, VISION and VALUES adherence:

The successful candidate(s) must share and demonstrate through job performance (and will be evaluated on) the ability, willingness and successful application of support for the Mission, Vision and Values of the District:

Mission: To provide premier Health Care

Vision: To be a recognized leader in mission focus, quality care, and fiscal strength

Values: Compassion, Respect, Integrity, Quality, Stewardship, and Family

ESSENTIAL DUTIES and RESPONSIBILITIES: include the following and other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

* Greet arriving patients and visitors.
* Prepare patient and their chart for upcoming visit.
* Register patients in Epic including verifying patient name, phone number, address, emergency contact, PCP, insurance, acquiring signatures, copies of appropriate insurance cards and drivers licenses.
* Take patient pictures for their EMR record.
* Collect patient payments, co-pays, co-insurance, outstanding account balances and time of service fees issuing receipts where necessary and Advanced Beneficiary Notice completion.
* Register new patients.
* Maintain appropriate inventory of common forms used in the patient registration process.
* Balance patient payments and credit card receipts to batch report at the end of each day.
* Print after visit summaries and offer to patient.
* Place patients on recall list.
* Conduct CG CAHPS patient experience surveys on tablet.
* Pre-register patients for the next day.
* Must be familiar with HIPAA regulations and patient confidentiality requirements.
* Adheres to dress code, appearance is neat, clean, well groomed, wears identification while on duty, reports to work on time and as scheduled; recognizing that they represent the District at all times.
* Shares responsibility for keeping clinic neat, clean and organized. Light housekeeping duties.
* Maintain cooperative working relationship with physicians, clinic staff, patients, other organizations, and the public to provide quality customer service in a courteous manner.
* Follow all safety rules and procedures for work areas.
* Documentation done in EMR compliant with Meaningful Use Standards.
* Interacts with employees, patients, families and physicians. May require communicating with those who are impatient, distraught and demanding.
* Occasionally requires extra time worked during periods of increased patient census.
* Must have ability to pace work time, getting required work done and taking breaks as required.
* Flexibility to frequently interact with others to complete needed workday duties, and be available when needed for problem solving.
* Frequently communicates with patients, staff, physicians, volunteers and public in a professional and tactful manner. Must speak clearly and be easily understood. Must have good command of the English language, both verbal and written.
* Must continually show calm, reasonable demeanor when interacting with employees, patients, physicians, or patients who may be in pain or emotional crisis.
* Continually checks for accuracy of demographic information.

I understand that no employee of WCHCD is authorized to provide a service without generating a charge. (The CEO/CFO/CNO have the authority to write off a charge, provided it falls within the guidelines of the credit policy).

I will make my best effort to stay abreast of changes in billing practices.

EDUCATION and EXPERIENCE:

* High School Diploma, or equivalent education preferred.
* Minimum one year experience in a medical office setting preferred
* Ability to communicate effectively and work closely with all physicians, clinic personnel, visitors, and outside agencies.
* Excellent verbal and written communication skills.
* Strong computer skills in EHR, Word, Excel and Outlook.
* Experience with 10 key preferred
* Knowledge of general office practices, computer/data entry procedures, operation of office equipment, use of telephone systems, math skills, attention to detail with high accuracy rate in data entry and exceptional organizational skills.

CORE COMPETENCIES:

* Compassion – Welcomes, mentors and receives new team members. Shows concern for the welfare of others.
* Respect – Manages conflict with respect and dignity for others. Attempts to address issues before escalating.
* Integrity – Owns professional development and seeks self-development. Uses good judgment in resolving job problems. Generates and evaluates alternative solutions and makes effective and timely decisions.
* Quality - Pays close attention to detail. Strives to achieve excellence in all things.
* Stewardship – Careful and responsible management of WCHCD resources. Finds productive work to keep busy during slack periods.
* Family – Creates and participates in a team environment. Applies effective interpersonal and problem-solving skills when responding to coworkers, patients and visitors.

POSITION SPECIFIC COMPETENCIES:

* Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
* Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
* Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
* Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
* Service Orientation — Actively looking for ways to help people.
* Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
* Time Sharing — The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The noise level in the work environment is usually moderate.

WCHCD Code of Conduct and Confidentiality Statement:

As an employee of Wallowa County Health Care District (WCHCD) you must agree to abide by the following code of Conduct/Confidentiality Statement.

I understand and agree that in the performance of my duties I must hold medical information in confidence. I understand that any violation of the confidentiality of medical information may result in punitive action. I will at all times protect the safety of our patient/residents understanding that they are our “customers” and the reason for our employment. I will avoid any and all personal conflicts of interest as it relates to my position at this facility. I agree to abide by the dress code for WCHCD. I will not use any of the assets of WCHCD for personal use. I will abide to all rules and regulations of the State of Oregon and the United States in relation to the operation of a medical facility. I will treat my co-workers at all times in a professional & courteous manner. I will strive to always work as a team player with my co-workers. I agree to report any perceived medical/facility operation noncompliance issues immediately to the CEO.

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I have read and understand the above job description.

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Employee Signature Date: