

LONG VALLEY HEALTH CENTER - JOB DESCRIPTION

JOB TITLE: RECEPTIONIST

SUPERVISOR: Operations Manager
RESPONSIBLE TO: Operations Manager
SALARY GRADE: Business Level 3 (BB3)

GOAL: To facilitate patient flow in accordance with scheduling procedures and guidelines. To maximize LVHC revenue by assisting in maintaining complete and accurate front office billing, collection and information retrieval systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Opens and closes clinic.
2. Retrieves answering machine messages and directs messages to appropriate persons.
3. Greets patients pleasantly, explains services, billing procedures and costs for services, etc. Interviews patients and assists with filling out paperwork. Checks for completeness.
4. Prints route slips for appropriate providers and turns on lighting system, makes sure patients information is up to date, including HIPAA information.
5. Answers telephone before the 4th ring, takes messages correctly, transfers calls appropriately.
6. Triage calls and drops in accordance with LVHC policies.
7. Schedules patients, insures daily maximum patient flow in accordance with LVHC policies and procedures. Informs patients of any delay in schedule due to emergency, etc.
8. Totals billing slips correctly, collects fees for services, writes correct receipt, runs Medi-Cal, CMSP, SOFP card through POS machine for eligibility status.
9. Sets up new charts and accounts accurately.
10. Leaves notes on charge slip with any new patient information.
11. Handles emergencies according to LVHC policies and procedures.
12. Phones patients to remind them of next day appointments.
13. Retrieves cash for the day and totals receipts at end of day.
14. Prints provider schedules.
15. Explains LVHC billing policies and determines eligibility for patient appropriate programs offered at LVHC; obtain documentation for sliding scale.
16. Maintains good communications with billing office; attends workshops and seminars that enhance skills as needed.
17. Other duties as assigned.

QUALIFICATION REQUIREMENTS:

1. Ability to communicate effectively and clearly (both written and oral communication).
2. Ability to manage multiple concurrent activities.
3. Ability to interact effectively with all levels of the organization as well as the general public.
4. Keyboarding and computer skills.
5. Maintain written and electronic records with detail and accuracy.

PHYSICAL REQUIREMENTS:

1. Must be able to lift up to 40 pounds and push up to 100 pounds on wheels.
2. Must be able to hear staff on the phone and those who are served in person, and speak clearly in order to communicate information to clients and staff.
3. Must have vision which is adequate to read written information, a computer screen, registration forms and other clinic documents.
4. Must have high manual dexterity.
5. Must be able to reach above the shoulder level to work; must be able to bend, squat, sit, stand, stoop, crouch, reach, kneel, twist, and turn.

LONG VALLEY HEALTH CENTER - JOB DESCRIPTION

JOB TITLE: Receptionist

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually above average.

Employee Signature

Date

[5/28/08; ag]