

GREENSBURG FAMILY PRACTICE

JOB DESCRIPTION

POSITION Clinic Receptionist – Full time 36 – 40 hours/week.

SUMMARY Perform clinic receptionist duties as assigned by clinic office manager.

EDUCATION High School Diploma required.

EXPERIENCE REQUIRED Previous clinic experience preferred, but not required.

PERFORMANCE OBJECTIVES

- A. Excellent customer service skills with patients, employees, and the public.
- B. Flexible, organized, and must be able to manage a demanding workload with accuracy.

KNOWLEDGE, SKILLS, AND ABILITIES

- A. Strong verbal and people skills, and the ability to organize and prioritize work.
- B. Ability to proficiently use telephone system, computer, copier, and fax machine.
- C. Must maintain proper and professional telephone voice and utilize proper telephone etiquette.
- D. Ability to make patients feel welcome by utilizing a personable approach to service and maintaining a positive attitude.
- E. Ability to multitask.
- F. Ability to work under pressure.
- G. Ability to work accurately and efficiently.
- H. Be a self-motivated individual and display initiative.,
- I. Be able to manage emotional, confrontational people in a calm and professional manner. Never lose composure.

MAJOR DUTIES AND RESPONSIBILITIES

- A. Opens and closes the clinic each workday, ensuring a neat and clean reception area.
- B. Greets all patients and visitors as soon as they walk in the clinic.
- C. Check answering machine for voicemails.
- D. Answer phone and redirect calls to the appropriate staff member.
- E. Effectively manages the schedule of providers, handling both the initial scheduling of appointments as well as cancellations, rescheduled appointments, and any other situations that may arise.
- F. Maintain privacy of patients; always assure patient confidentiality.
- G. Relay accurate detailed patient messages to nurses/medical assistants through the Cerner nursing pool. i.e., name of person calling, callback telephone number, and the reason for the message.
- H. Ability to schedule, reschedule, cancel, no show, or Do Not Use encounters in Cerner.
- I. Verify demographics, insurance, and insurance eligibility, in Cerner, while making the appointment. Check-in new and established patients, verifying demographics and insurance at each visit.
- J. Check Phreesia each morning for any notifications from scheduled patients and check to see if they are pre-registered. Assist patients with Phreesia check-in with their phone or the Phreesia iPad.

- K. Collect all co-payments when the patient checks in by use of cash, check, and credit card.
- L. Check ChartSpan daily for any notifications.
- M. Create Good Faith Estimate (GFE), for all self-pay patients through CorroHealth at the time the appointment scheduled.
- N. Call patients the day before their scheduled appointment. Remind them to bring their insurance card and all medications.
- O. Handle DOT paperwork and online registration.
- P. Print Phreesia Payment Report. Hand delivers the report and daily deposits to KCMH front desk.
- Q. Assist Referral Clerk with returning phone calls to facilities, patients, etc.
- R. Other duties as directed by the Clinic Manager.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the Department.

SUPERVISION Reports to Clinic Manager, Chief of Medical Staff, and/or hospital CEO.

PHYSICAL REQUIREMENTS

- Requires extended periods of sitting.
- Requires periods of time standing.
- Work environment involves exposure to potentially dangerous materials and situations that require extensive safety precautions and may include the use of protective equipment.
- Requires reaching by extending hand(s) or arm(s) in any direction. Finger dexterity is required to manipulate objects with fingers rather than with whole hand(s) or arm(s).
- Ability to see within normal parameters.
- Ability to hear within normal range.
- Ability to move about.
- Communication: Exchanges non-routine information using tact and persuasion as appropriate requiring good oral and written communication skills.

MACHINES TO BE USED Office equipment, to include but not limited to computer, telephone, scanner, and calculator.

ENVIRONMENTAL Indoor, general hospital environment

SPECIAL SKILLS Must always be professional and courteous; must be able to manage and prioritize tasks; effectively utilize time, show self-confidence, and exhibit enthusiasm for work use. Work well without direct supervision.

TRAINING AFTER HIRE Training programs that apply to positions or enhance job performance is required. Hospital-wide in-service attendance is required.

SPECIAL LICENSES REQUIRED None required.

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I understand that in the performance of my duties as an employee of KCMH, I must hold in confidence all that pertains to the patient, relatives, and all other employees. Furthermore, I understand that intentional or involuntary violation of my employer's confidentiality may result in immediate termination of employment for cause.

Employee Print

Employee Signature

Date _____