Receptionist/Medical Office

Clerk IV

**Reports to:** Director of Primary Care Services

**Departments:** Pioneer Memorial Clinic & Irrigon Medical Clinic,

 Ione Community Clinic

**Classification:** Clerk IV

**Date**: April 28, 2022

**JOB SUMMARY:**

To greet patients, activate patient files, and move patients through a predetermined schedule of appointments at the Health District’s Clinic.

**ESSENTIAL FUNCTIONS:**

1. Welcomes patients and visitors in person and on the telephone, answers inquiries or refers questions to other staff members as needed in a polite and friendly manner.
2. Schedules appointments for the providers to optimize patient satisfaction, provider time, and most effective utilization of examining and treatments rooms. Prepares a daily schedule of examinations for each provider if assigned.
3. As part of patient registration, checks insurance status, verifies eligibility of patients at each visit. Collects co-pay at time of visit. Updates all information in Healthland computer system.
4. Schedule patient appointments by parameters set by providers and approved by Administration and/or the Health District Board.
5. Confirms next day appointments.
6. Files dictated chart notes, hospital and all outside records in the appropriate places in the patient files.
7. Completes and copies medical records as requested by patient, clinic providers, and outside sources.
8. Assists ill or distraught patients as necessary.
9. Triages all urgent or emergent calls or visits to the provider or their representatives for disposition (clinic visit or emergency room).
10. Participates in the medical office emergency routine, whenever required.
11. Assists patients with insurance papers and refers billing questions to the appropriate Patient Business Office staff member.
12. Prepares deposit for Administration office each day.
13. Maintains reception area in neat and orderly condition at all times.
14. Opens and sorts all office mail if assigned. Delivers outgoing mail to Mail Room at hospital before 12 noon each day if assigned.
15. Summons ambulance or other staff members as needed.
16. Checks to ensure that all necessary information for proper billing is recorded in patient/computer files. Talks to patients as necessary regarding account information.
17. Maintain statistical information as requested by Clinic Director.
18. Maintains strict patient confidentiality, and complies with all HIPAA regulations.

**ADDITIONAL RESPONSIBILITIES:**

1. Opens office at beginning of day and, depending on work schedule, closes office at end of day.
2. Make sure answering machine is up to date daily and if a notice of closure of clinic is needed to post where customers can see them.
3. May assist other staff members with their duties as workload dictates.
4. Copies medical records as requested.
5. Attend all trainings as assigned.
6. Attend all meetings as assigned.
7. Complete housekeeping duties as assigned.

**POSITION QUALIFICATIONS:**

1. High School graduate or equivalent.
2. Graduate of certified medical office training course or 2 years prior office

 experience, medical office experience preferred.

1. Personality and demeanor to deal with the public and assist ill and distraught patients.
2. Good interpersonal skills and the ability to communicate clearly orally and in writing. Maintain a professional, pleasant attitude to coworkers and patients.
3. Basic office and computer skills. Experience with electronic medical record preferred.
4. Good organizational skills.

**WORKING CONDITIONS:**

1. Occasional exposure to blood, body fluids, infectious waste, hazardous materials, noise.
2. Be able to frequently lift over 10 pounds.
3. Able to perform hand, eye, and foot coordination on a constant basis.
4. Be able to sit for long periods of time.
5. Ability to communicate clearly with all patients, residents, visitors, and staff and be able to read and understand written instructions.
6. Ability to concentrate on detail with constant interruptions and be able to prioritize jobs.
7. Ability to remember day to day schedule changes and assignments.

*I have read the above position description. I will perform the position to the best of my ability. A copy of this position description will be placed in my personnel file.*

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 *Signature of Employee Date*