



**MORROW COUNTY
HEALTH DISTRICT**
Excellence in Healthcare

Employment at Morrow County Health District

At Morrow County Health District, we believe that each employee makes a significant contribution to those we serve and the District as a whole.

The District's vision is to be the first choice for quality, compassionate care, and lead the way in promoting wellness and improving health in our communities. This is made possible by all employees agreeing to adhere to the District's Promise of Excellence and uphold the District's values of integrity, compassion, quality, respect, and financial responsibility.

Your contribution to the District and those we care for is not limited by the responsibilities set forth in this job description. This description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary.

Title: Reception / Front Desk

Dept: Clinic

Exempt/Non-Exempt: Non – Exempt

Reports to: Primary Care Director

Pay Equity Group: AFSCME Union

General Position Summary:

Greeting patients, activating and working in patients' electronic health record,

Essential Functions:

- Welcomes patients and visitors in person and on the telephone, answers inquiries in a polite and friendly manner.
- As part of patient registration, checks patient's contact information and updates as needed, verifies insurance eligibility at each visit.
- Collects co-pay at time of visit.
- Schedule patient appointments as needed.
- Confirms next day appointments.
- Upload documents and other records as needed into patients' EHR.
- Assists ill or distraught patients as necessary.
- Seek direction from provider to triage urgent patients as necessary.
- Assists patients with insurance questions by referring billing questions to the appropriate Patient Business Office staff member.
- Prepares deposit for Administration.
- Maintains reception area in neat and orderly condition at all times.

- Opens and sorts all office mail if assigned. Delivers outgoing mail to post office.
- Maintains statistical information as requested by Clinic Director.
- Follow all infection control precautions and wear proper PPE when required.
- Maintains strict patient confidentiality, and complies with all HIPAA regulations

SECONDARY FUNCTIONS:

- Opens office at beginning of day and closes office at end of day unless otherwise instructed.
- Makes sure answering machine is up to date.
- May assist other staff members with their duties as workload dictates.
- May be assigned to cover in other locations as needed.
- Copies medical records as requested.
- Complete housekeeping duties as assigned.
- Attend all required meetings and complete all assigned trainings by due date.
- All other job duties as assigned by supervisor.

Job Scope:

Supervisory Responsibility:

The Receptionist does not have any supervisory responsibility.

Interpersonal Contacts:

Must have excellent interpersonal communication skills to accomplish a variety of work with various groups of people, including physicians, patients and family members, personnel from other hospitals, clinics, healthcare organizations and facilities, co-workers as well as the general public. A demonstrated understanding and appreciation for diverse cultures is required. Must be able to interact with others in a thoughtful and professional manner.

Specific Job Ability:

- Personality and demeanor to deal with the public and assist ill and distraught patients.
- Good interpersonal skills and the ability to communicate clearly orally and in writing.
- Maintain a professional, pleasant attitude to coworkers and patients.
- Basic office and computer skills. Experience with electronic medical record preferred.
- Good organizational skills.
- Ability to communicate clearly in person and on the phone with the provider, patients, other District staff, and be able to read and understand written instructions.
- Ability to concentrate on detail with constant interruptions and be able to prioritize job duties.
- Ability to remember a wide variety of assignments.

Specific Job Effort:

- Be able to frequently lift over 10 pounds.
- Able to perform hand, eye and foot coordination on a constant basis.
- Be able to sit for long periods of time.

Education, Experience and Certification/Licensure:

- Highschool Diploma or equivalent required
- Current BLS

Job Conditions:

- Occasional Exposure to blood, body fluids, infectious waste, hazardous materials, noise.

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

Signature of Employee

Date