Ampla Health
Care to improve your life.

JOB DESCRIPTION

Position:	Medical Receptionist/Call Operators
Department:	Medical Support
Reports to:	Site Administrator
FLSA Status:	Non-Exempt Position
Grade:	5

GENERAL PURPOSE:

Medical Receptionist/Call Operators is responsible for providing assistance to patients on the telephone and at the front desk, and processing all receipts.

MAIN RESPONSIBILITIES & DUTIES:

1) Manages large volumes of inbound and outbound calls in a timely manner: always identifying self and clinic.
2) Provides assistance to patient and other contacting the clinic by telephone; may provide direct assistance, or take messages and direct calls to the appropriate party
3) Completes initial registration information of new patients following established policies and procedures
4) Updates any changes of patient's information in computer database and scans updated paperwork into Electronic Health Record (EHR) under correct tabs; including documenting phone notes when appropriate.
5) Follow communication "scripts" when handling different topics.
6) Identify patients' and other customers' needs, clarify information, research every issue and provide solutions and/or alternatives.
7) Navigate through patients' chart in the EHR to locate appropriate information
8) Maintains daily EHR worklist
9) Informs patients of share of cost and co-pays for all types of payers.
10) Verifies coverage under insurance, Medicare/Medi-Cal, Managed Care and other federal/state programs
11) Verifies pharmacy information and other clinical information related to a patient's visit.
12) Processes patient payments over the phone.
13) Documents notes in computer regarding collections, payment arrangements, failed appointment notice, or additional conversations.
14) Monitors automatic call reminder system; making sure that cancellations are identified and reconciled with the schedule.
15) Manually reminds patients of appointments when the automatic call reminder system is unable to do so.
16) Other duties as assigned by supervisor

QUALITIES &CHARACTERISTICS

1) Maintains a professional relationship and positive attitude with co-workers, the public, patients and all Ampla Health's staff, Board of Directors and vendors
2) Maintains the highest professional ethics and is honest in dealing with people; is a model for all employees through his/her actions
3) Strives to learn more and is receptive to new challenges and opportunities
4) Displays enthusiasm toward the work and the mission of Ampla Health

PROFESSIONAL KNOWLEDGE, SKILLS & ABLITIES

1) High School Diploma or GED required
2) Medical Assistant certificate required
3) Ability to use Microsoft Word for basic correspondence
4) Ability to type a minimum of 40 WPM
5) Must be able to use a calculator
6) Bilingual (English/Spanish) (English/Punjabi) (English/Hmong) preferred but not required
7) Ability to adapt to specific environment and duties
8) Demonstrate clear knowledge of Ampla Health's clinic structure, standards, procedures and protocols

COMMUNICATIONS SKILLS

1) Must have neat and legible handwriting
2) Must be able to interact with patients courteously and calmly
3) Ability to communicate well with the public

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

Work well with patients in a generally comfortable office environment. Employees must possess the following physical requirements:

1) Must be able to hear and communicate with clients and staff on telephone and those who are served in person, and speak clearly in order to communicate information to clients and staff
2) Must be able to lift up to 40 pounds and push up to 100 pounds (on wheels)
3) Must have vision which is adequate to read memo's, computer screen, registration forms and other clinic documents
4) Must have high manual dexterity
5) Able to reach above shoulder level to work, must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn
6) May be exposed to contagious/infectious diseases

_____
EMPLOYEE
NAME(PRINT)

_____
EMPLOYEE SIGNATURE

_____
DATE