



JOB DESCRIPTION

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

GENERAL PURPOSE:

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

MAIN RESPONSIBILITIES & DUTIES:

- 1) Assists patients calling or visiting the clinic
 - a. Greets patients and visitors at the clinic
 - b. Provides assistance to patients and others contacting the clinic by telephone; may provide direct assistance, or take messages and direct calls to the appropriate party
 - c. Completes initial registration information of new patients following established policies and procedures
 - d. Updates any changes of patient's information in computer database and scans updated paperwork into Electronic Health Record (EHR) under correct tabs
 - e. Provides patient portal invite to all patients, updates computer database and scans paperwork into EHR under correct tab
 - f. Schedules appointments for patients calling in, or walking in to the clinic.
 - g. Monitors automatic call reminder system; making sure that cancellations are identified and reconciled with the schedule
 - h. Manually remind patients of appointments when the automatic call reminder system is unable to do so
 - i. Identifies no-shows and cancellations, and reschedules patients as appropriate for follow-up
 - j. Maintains daily EHR worklist
- 2) Responsible for verifying medical coverage, and co-pays, and authorization for services
 - a. Determines program eligibility for patients and completes the application procedures
 - b. Prints program eligibility forms, checks for completeness and scans in to EHR
 - c. Determines appropriate patient's share of cost and co-pays for all types of payers and collects those payments
 - d. Verifies coverage under insurance, Medicare/Medi-Cal, Managed Care and other Federal/State Programs
 - e. Obtains proof of income from the patients per Sliding Fee Policy

- f. Documents notes in computer regarding collections, payment arrangements, failed appointment notice, or additional conversations
- g. Advises patients of present and past due account balances and make payment arrangements
- h. Processes cash, check and credit card payments, ensuring collection of full insurance co-payments, sliding fee and private payments
- 3) Responsible for printing receipts and posting payments in the computer
- 4) Compiles daily stats
- 5) Responsible for reconciling cash collection
 - a. Reconciles daily cash collections, check receipts and credit card payments and prepares bank deposit slip
 - b. Balances daily transactions in database
- 6) Provides administrative support to the department
 - a. Prints the next day's schedule for front desk and daily huddle
 - b. Keeps inventory of forms used at the front desk; notify supervisor if reordering is necessary to maintain appropriate inventory level
- 7) 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 & ABILITIES

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

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