



JOB DESCRIPTION

Position: Medical Records/Greeter
Department: Medical Support
Reports to: Site Administrator
FLSA Status: Non-Exempt Position
Grade: 2

GENERAL PURPOSE:

Medical Receptionist/Greeter is responsible for providing assistance to patients on the telephone and at the front entrance or desk, and providing patient screening for Covid symptoms (fever, illness, cough) and questionnaire's.

MAIN RESPONSIBILITIES & DUTIES:

- 1) Assists patients calling or visiting the clinic
 - a. Greets patients and visitors at the entrance of 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. Complete Covid screening questionnaires.
 - e. Provides patient portal invite to all patients, updates computer database and scans paperwork into EHR under correct tab
 - f. Assist patients with appointments for patients calling in, or walking in to the clinic.
 - g. Calls patients to confirm next day's appointments
 - h. Take patient temperatures and provide Personal Protective Masks.
 - a. Keeps inventory of forms used at the front desk; notify supervisor if reordering is necessary to maintain appropriate inventory level
- 2) 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) 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

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