**SANTA YNEZ TRIBAL HEALTH CLINIC**

**JOB DESCRIPTION**

**TITLE:** Medical Receptionist

**DEPARTMENT:** Front Office

**CLASSIFICATION:** Nonexempt

**REPORTS TO:** Director of Operations

**DAYS/HOURS:**  Monday-Friday/40 hours per week

**JOB SUMMARY:**

At the direction of the Director of Operations, provides exceptional service to patients while providing outstanding support to healthcare providers. Ensures patients needs and visit expectations are met at check-in and check-out. Medical receptionists are responsible for ensuring smooth operations with the goal of a positive patient experience with all interactions.

**ESSENTIAL RESPONSIBILITIES:**

* Performs receptionist duties for medical, including:
  + Answering telephone promptly in professional and courteous manner
  + Greets all visitors to ensure a friendly, welcoming and professional clinic environment
  + Checks in and registers patients in a timely manner, entering demographics
* Handle high volume of patients and internal/external patients, and handle frequent changes, delay or unexpected events.
* Verification of coverage and payer eligibility, which may include programs, private insurance, Medi-Cal and Sliding Fee.
* Explains financial requirements and performs cashiering duties to collect co-payments and payments.
* Assists patients with the completion of appropriate forms and reviews for accuracy and completeness.
* Encourages patient enrollment in our Patient Portal online system; provides enrollment support via computer as needed.
* Confirms appointments within 24 hours of appointment.
* Schedules patient appointments, cancelling or rescheduling if necessary due to physician schedules.
* Work on Electronic Health Records (EHR) when entering patient information.

**MINIMUM QUALIFICATIONS:**

* High School Diploma or equivalent.
* Minimum one year of experience as a receptionist in a healthcare facility.
* English-Spanish bilingual skills required.
* Ability to maintain confidentiality.
* Ability to provide excellent customer service.
* Basic computer proficiency, including Microsoft Office applications such as Word, Excel, Teams and Outlook.
* Ability to effectively communicate information clearly and accurately to patients and staff in person and over the phone.
* Practical knowledge of medical front office procedures, regulations, and principles to carry out related tasks.
* Ability to work with minimal supervision.
* Ability to handle stressful situations.
* Ability to work well with others.
* Attention to detail on technical, procedural, and administrative tasks.
* Demonstrated knowledge and experience with an Electronic Health Record (EHR). NextGen experience a plus.
* Highly organized with excellent time management skills; ability to prioritize tasks and meet deadlines with frequent interruptions.
* Ability to understand cultural and social factors that influence health and compliance with appointments.

**DESIRABLE QUALIFICATIONS:**

* Medical assisting experience is preferred.
* Willingness to receive continuing education training (some travel required).
* Native American preferred.

**LANGUAGE SKILLS:**

* Ability to read, analyze, and interpret forms, grants, and documents.
* Ability to respond to common inquiries or complaints from patients, regulatory agencies, or members of the business community.
* Ability to effectively communicate information to the patients and staff.

**MATHEMATICAL SKILLS:**

* Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
* Ability to compute rate, ratios, and percentages, and to draw and interpret bar graphs.

**REASONING ABILITY:**

* Ability to solve practical and critical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Ability to interpret a variety of instructions furnished in written, verbal, diagram, and/or schedule form.

**PHYSICAL REQUIREMENTS:**

* Ability to work in a dynamic and fast-paced environment with low to moderate physical activity. These activities can include: walking, stooping, bending, lifting up to thirty (30) pounds, and sitting.
* Normal range vision correctable to 20/20 and ability to hear within normal range.
* Ability to deal with time constraints and stress.

**WORK ENVIRONMENT:**

* The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
* While performing the duties of this job, the employee may be exposed to odors or airborne particles.
* The noise level in the work environment is usually within normal range.

**I have received, read, understood, and agree to perform the duties described in the above job description.**

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Signature of Employee Date

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Printed Name of Employee

Revised: 06/21