

Yakima Neighborhood Health Services Job Title: Medical Receptionist

Minimum Qualifications:

High school diploma or GED. Skill in customer service. Knowledge of grammar, spelling and punctuation. Skills in data-entry. Ability to speak clearly and concisely. Ability to read, understand, and follow oral and written instruction. Ability to sort and file materials correctly by alphabetical or numeric systems. Bilingual English/Spanish required. Convenient if bilingual in English/Laotian, English / Cambodian, English/Vietnamese, English/Russian, and/or ability to sign. Candidate has not been sanctioned or excluded from participation in federal or state healthcare programs by a federal or state law enforcement, regulatory, or licensing agency.

Supervised by: Customer Service Director

Position(s) supervises: None.

Typical Physical Demands and Working Conditions:

Requires sitting for long periods of time, working at a computer terminal. Some bending and stretching required. Ability to lift papers or boxes up to 30 pounds occasionally. Requires corrected vision and hearing to normal range. Manual dexterity and eye-hand coordination required for use of calculators, phones, computer keyboards and other equipment. Requires ability to sustain concentration in a noisy and fast-paced environment.

Examples of Duties (this list may not all include all the duties assigned):

- Greet patients and visitors in a prompt, courteous, and helpful manner.
- Identify incoming patients with acute needs and immediately notify medical staff of the concern.
- Check in patients, verify and update necessary information in computer system and on patient forms.
- Review and collect insurance information.
- Assist patients with ambulatory difficulties.
- Prepare encounter forms for use during health care visits.
- Calculate charges and collect payments.
- Schedule appointments. Coordinate patient appointments in an effort to achieve maximum level of service from YNHS in minimum number of visits (i.e. multiple program services on same day).
- Make reminder calls of upcoming appointments.
- Monitor provider schedules. Problem solve, as much in advance as possible, rescheduling needs.
- Answer telephones, screen and route calls to appropriate destination.
- Respond to requests for information regarding services available in the organization.
- Assist uninsured patients in obtaining health coverage by identifying potential sources of coverage and referring patient to YNHS billing staff for application assistance.
- Screen visitors to clinic, assuring property security. Assure all visitors are escorted to service areas beyond reception rooms.
- Work closely with medical staff to maximize patient flow.
- Maintain organized, clean, efficient and confidential work area.
- Represent YNHS in local meetings as requested.
- Perform related work or other tasks as requested.

Working Relationships:

All YNHS employees are expected to develop and maintain professional and courteous working relationships with all other YNHS employees, patients, visitors, health profession students, vendors, and volunteers of the organization. In addition, YNHS employees are expected to provide courteous and efficient service to health and social service agencies working with YNHS patients.

Salary Range:

Salary Level A

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Approved by CEO _____