

**SHOALWATER BAY INDIAN TRIBE
JOB DESCRIPTION**

Job Title: Medical Receptionist
Department: Health
Reports To: Health Director
FLSA Status: Non-exempt
Prepared By: Health Director
Prepared Date: 1/08
Approved By: Health Director
Approved Date: 1/08
Amended Date: 7/2021

SUMMARY: The Medical Receptionist serves as front line contact with the public and tribal members by telephone and in person on behalf of the Shoalwater Bay Medical Clinic. This position is the public face of the Clinic. Primary duties are greeting, directing, and scheduling of patients. Will operate a multi-line telephone system to answer incoming calls and direct callers to appropriate personnel, and handle several computer programs for scheduling, researching, and data entry. Requires excellent prioritization, multi tasking and interpersonal skills. Must be computer literate and competent.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Welcomes patients, determines nature of visit, and announces patients to appropriate personnel. Handles all communications with tact and kindness.
- Answers incoming telephone calls, determines purpose of calls, and forwards calls to appropriate personnel or department. Schedules patients for multiple providers, and updates.
- Maintains provider availability fields in EPIC scheduling program.
- Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
- Forwards patient calls to triage nurse as needed.
- Gathers demographic, insurance and financial information in order to maintain accurate data for clinic records and billing.
- Enters all new patient demographics information into the patient registration into EPIC accurately and efficiently.
- Insurance verification, eligibility determinations for patients on Web portals.
- Obtains parent/legal guardian consent signature for treatment before services are performed.
- Coordinates patient scheduling and referrals from other departments of the Wellness Center.
- Receives, sorts, and routes incoming and outgoing mail.
- Receives co-pay/deductible/co-insurance payments from patients in accordance with the Wellness Center's policy.

- Takes payments for services. Maintains clinic cash box and balances clinic cash payments, forwarding reports and cash received to accounting department.
- Performs other clerical duties as needed, such as filing, photocopying, scanning, collating, printing faxes cover sheets, and other documents when necessary.
- Maintains orderly appearance of reception area.
- Maintains strictest confidentiality. Observes all HIPAA and other confidentiality regulations.
- Other duties and special assignments as assigned by Health Director or Clinical Coordinator.

SUPERVISORY REQUIREMENTS: This position has no supervisory responsibilities.

COMPETENCIES:

Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others’ ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; demonstrates group presentation skills, participates in meetings. Excellent telephone skills.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; present numerical data effectively; able to read and interpret written information. Effective and skilled use of computer and computer programs.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others views; give and welcomes feedback; contributes to building a positive team spirit; supports everyone’s efforts to succeed.

Ethics – Treats people with respect; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Dependability – Follows instructions; responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternative plan.

Attendance and Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of

the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: High school diploma or GED; and two years related medical office experience/or training; or equivalent combination of education and experience. Must be computer literate and competent.

LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to guests, clients, and other employees of the organization.

MATHEMATICAL SKILLS: Basic math.

REASONING ABILITY: Ability to apply common sense understanding to carry out detailed, but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform 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 is regularly required to sit. Required to reach with hands and arms.

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.

Common medical office environment.

AT-WILL EMPLOYMENT: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

The employment relationship with Shoalwater Bay Indian tribe is voluntary; there is no specified length of employment. Accordingly, either the Shoalwater Bay Indian Tribe or the employee may terminate the employment relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law. This document does not create an employment contract, implied or otherwise.