



## NVIH POSITION DESCRIPTION

### **BEHAVIORAL HEALTH RECEPTIONIST**

**REPORTS TO:** Clinic Site Manager

**SUPERVISES:** None

**POSITION SUMMARY:** Under general supervision of the Clinic Site Manager, the Behavioral Health Receptionist is responsible for sustaining an environment of intrinsic good will for the Agency while providing optimum services to patients. The Behavioral Health Receptionist provides front office services that may include reception, scheduling, registration, patient check-out, billing support, medical records, data entry, referrals and administrative support.

**ESSENTIAL JOB FUNCTIONS:** Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. The list that follows is not intended as a comprehensive list, but rather to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

#### **A. Scheduling**

1. Pre-screen patients by conducting concise, courteous and informed interviews, obtaining patient history and insurance information to determine appropriateness for scheduling.
2. Schedule visits with appropriate health care provider using computerized scheduling to create appointment. Verify and update patient demographic information.
3. Confirm appointments by telephone.
4. Prepare a computerized list of each day's schedule of appointments. Maintain day sheet and document no-shows in computer, chart, and encounter form.
5. Continually assess providers' schedules to ensure efficient patient flow.

#### **B. Reception and Registration**

1. Verify, update, or establish patient RPMS registration.
2. Obtain and process paperwork, medical charts, and other documents needed for patient visit.
3. Obtain patient financial account information, e.g., insurance benefits or other third party coverage, etc. Explain terms and conditions of service and financial responsibility. Secure co-payments.
4. Keep patients in waiting room apprised of their status regarding pending appointments and procedures, e.g., waiting time, delays, etc.

#### **C. Referrals**

1. Obtain and/or assist patients with obtaining appointments for specialty, diagnostic and ancillary services outside of this office.
2. Document referrals in software programs; Referral follow-up.

#### **D. Patient Check-Out**

1. Collect payment for services when necessary.
2. Schedule appointments for follow-up visits.
3. Ensure all paperwork is complete and patients have all information needed for any follow-up visits.
4. Fax in new and re-fill prescriptions to pharmacy, with proper authorization from provider.

## **E. Medical Records**

1. Perform data entry of CPT and ICD-9 codes; case tracking.
2. Performs any prep work required to the documents before scanning, scans documents checking for quality throughout the process, shred paper documents once quality check of scanning is complete, and properly enter information into computer system as directed.
3. May sort, file, and/or pull medical record documents, e.g., lab report, x-rays, consultations, etc.
4. May copy, fax, and transfer medical records, obtaining required signature(s) on releases and coordinating as needed.
5. Maintain associated tracking logs, e.g., Women's Health, etc.

## **F. Administrative Support**

1. Telephones: Answer multi-line telephone system. Triage calls to determine nature and urgency of caller's needs. Determine how best to handle, e.g., take necessary action, refer calls, and take messages. Retrieve messages from answering machine; take appropriate action.
2. Cash Handling/Bookkeeping: Receive and secure payments; prepare receipts; maintain cash log for Fiscal Department retrieval.
3. General Office: Process in-coming medical records mail; maintain business machines by replacing paper, toner, etc.; use computer to prepare forms, labels, and other documents; maintain office supplies.
4. Other duties as assigned.

## **G. Customer Service**

### Telephone Reception

1. Speak clearly and precisely; use a friendly, courteous tone of voice.
2. Identify clinic and self by name.
3. Handle calls in the order received; ask callers if they may be placed "on hold" thank callers for waiting.
4. When forwarding calls, explain to callers the need to do so; introduce the call to the receiver.
5. When ending a call, use appropriate verbal communication to the specific situation.
6. Take complete and accurate messages; make sure others receive their messages in a timely way.

### In-Person Reception

1. Remain alert to the presence of patients in the waiting areas.
2. Promptly acknowledge patients with a smile; provide an indication that they will be helped as soon as possible.

### Demonstrate a Caring and Interested Manner

1. Listen carefully to patients' questions and concerns; paraphrase their statements; seek feedback.
2. Maintain an appropriate level of eye contact, as determined by situational and cultural factors.

### Problem-Solving with Patients

1. Promptly and courteously provide the information and services requested.
2. Take the initiative to seek assistance from others; inform patient of the need to do so; explain who is being called upon to help; ensure a smooth transition to other parties.
3. Provide consistent and timely follow-through, which ensures that all patient requests are addressed in a way that minimizes inconvenience to all parties.

### Create an Environment in which Patients Feel Valued and Respected

1. Maintain strict patient confidentiality at all times.
2. Refrain from discussing patient or personal matters within patients' hearing.
3. Maintain a composed demeanor when interacting with all patients, including those who are ill, angry, confused, or emotionally distressed.
4. Make every attempt to defuse potentially volatile situations: Speak calmly and firmly, express compassion and understanding, provide constructive suggestions for resolution; seek assistance from co-workers, supervisor, provider, or other appropriate person when immediate resolution is not forthcoming.

### Teamwork

1. Interact in a collaborative way with providers and staff of NVIH Medical Department, other practices and clinics, and other ancillary service and administrative departments.
2. Use judgment to exercise delegated authority to work with others in a proactive way to troubleshoot operational and programmatic problems.
3. Resolve difference in a spirit of cooperation; create solutions that benefit all parties, especially patients.
4. Recommend changes to policies, procedures and Agency environment to enhance the Agency's ability to provide optimum service to all customers.
5. Other duties as assigned.

### **All who work for NVIH are expected to:**

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the NVIH's policies and procedures as they may from time to time be updated.

### **H. Education, Experience, Certifications, and Licenses:**

1. High School Diploma or equivalent, GED.
2. Graduate of a medical assisting program or two years of medical reception or records experience desirable.
3. Knowledge and understanding of CPT and ICD-9 coding techniques; ability to perform data entry using CPT and ICD-9 codes.
4. Organizing skills to establish priorities for own work within stated guidelines; respond flexibly to changes in priorities; maintain work effectiveness in a setting with a high volume of patient activity and frequent interruptions.
5. Interpersonal skills to establish and maintain effective working relationships with all co-workers; ability to interact with patients and other members of the public with patience, courtesy and professionalism, both in person and on the telephone; and to effectively respond to individuals who may be angry or upset.
6. Filing skills to maintain logs and files of information in alphabetical, chronological and/or numerical order, such that it is current and easily retrievable.
7. Working knowledge of medical terminology and procedure codes sufficient to communicate authoritatively with patients, health care providers and insurance company representatives regarding appointments, services, and procedures.
8. Knowledge of health care insurance systems, including Medi-Cal, Private Insurance, and Fee-for-Service sufficient to appoint patients, inform patient financial responsibility, and explain provision and requirement to patient.
9. Computer skills that provide the ability to efficiently use the computer systems for scheduling, updating information, and word processing documents.
10. Complete working knowledge of practices and protocols related to appointments, medical records, billing, and other business and office procedures.
11. Ability to calculate financial fees and discounts.
12. Current CPR certification.
13. Must have reliable transportation.

**INDIAN PREFERENCE:** Preference in filling vacancies will be given to qualified Indian applicants in accordance with Indian Preference Act (Title 25, U.S. Code Section 472 & 473). In other than the above, Northern Valley Indian Health, Inc. is an Equal Opportunity Employer.

**LANGUAGE SKILLS:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

**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, ratio, and percent and to draw and interpret bar graphs.

**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 situation.

**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 talk and hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus.

Employment with Northern Valley Indian Health is voluntarily entered into. All NVIH personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at anytime by the employee or by NVIH. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms.

**IMPORTANT DISCLAIMER NOTICE**

*The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.*

**FLSA STATUS:** Non Exempt

**DATE OF LAST REVIEW / REVISION:** 3/2017

**ASSIGNED SITE:** Woodland