



## NVIH POSITION DESCRIPTION

### **MEDICAL RECEPTION – PATIENT ACCESS REPRESENTATIVE**

**REPORTS TO:** Medical Reception & Records Coordinator

**SUPERVISES:** None

**POSITION SUMMARY:** Under the direct supervision of the Medical Reception and Records Coordinator, the Medical Receptionist position is a crucial link between the patient and the care delivered by the clinical staff of the agency. The incumbent will be required to work collaboratively with all clinical services staff in support of direct patient services. Customer services and efficient appointment scheduling are key priorities to this position. The Medical Receptionist will serve as a point of contact with other internal and external departments, all with the goal of supporting an environment which promotes patient comfort and trust. The position must exemplify the core values and mission of the organization, always exercising the utmost discretion, diplomacy and tact in both internal and external customer service.

**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.

#### **SPECIFIC RESPONSIBILITIES:**

1. Welcomes and greets patients/clients/visitors in a manner that is helpful and friendly; determines purpose of visit and directs the patient/client/visitor accordingly.
2. Provides information to incoming callers according to established policies, protocols and guidelines; transfers calls as needed and ensures adequate phone coverage at all times.
3. Schedules patient flow based on established protocol and guidelines which allow the clinic to serve an adequate number of patients,
4. Carefully screens patient registration information and other informational documents to ensure all information is accurate or updated in the computer system(s).
5. Practices confidentiality and privacy protocols in accordance with policy and HIPAA/HITECH requirements.
6. Verifies method of payment for service and collects data and/or payment as appropriate.
7. Determines if any other third party alternate resources may be available to patient, such as Medi-Cal, Medicare pharmacy program, etc.
8. Explains third party alternate resource options to the patient; assist in application process as appropriate.
9. Performs daily confirmation calls for future appointments following established protocols and guidelines.
10. Exercises problem-solving and conflict resolution skills when handling patient complaints; refers patient complaints to appropriate designated personnel as needed.

11. Maintains patient waiting areas, office files and desk areas in a manner that is organized and represents a professional atmosphere.
12. Performs other duties as may be required within the Medical Patient Care Support Services area.

### **EDUCATION, EXPERIENCE & QUALIFICATIONS:**

1. High School Diploma or equivalent, General Education Diploma (GED).
2. Graduate of a medical assisting program or prior reception experience working in the healthcare setting.
3. Working knowledge of medical terminology sufficient to communicate appropriately with patients, healthcare providers and insurance company representatives regarding appointments, services and procedures.
4. Basic knowledge of healthcare insurance systems including Medi-Cal, Private Insurance, and Fee-for-Service sufficient to appoint patients, inform patient of financial responsibility and explain provision and requirement to patient.
5. Intermediate to advanced phone skills; able to effectively relate via the telephone and in-person to serve the needs of clinic patients/clients/visitors in a manner that is efficient and productive.
6. Computer skills that provide the ability to efficiently use the computer systems for scheduling, updating information, and word processing documents.
7. Working knowledge of practices and protocols related to reception responsibilities.
8. Ability to calculate financial fees and discounts.
9. Current CPR certification or able to obtain CPR certification within 60 days of employment.

### **All NVIH employees 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.

**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:** 7/2012 8/2015

**ASSIGNED SITE:** Chico / CHC / Willows / Woodland