

## **MATAGORDA EPISCOPAL HEALTH OUTREACH PROGRAM (MEHOP)**

<b>JOB TITLE:</b>	Front Desk Receptionist (Family Medical)
<b>CLASSIFICATION:</b>	Salaried Non-Exempt (Hourly)
<b>LOCATION:</b>	All MEHOP Clinics
<b>REPORTS TO:</b>	Front Office Manager

### **JOB SUMMARY:**

The primary role of the front desk receptionist is the initiation of the customer care experience by greeting individuals and checking them in at the check-in window of MEHOP's Family Medical Clinic. The Front Desk Receptionist is responsible for working with the Eligibility Coordinator, other Receptionists, medical providers and nurses and reports to the Front Office Manager.

### **JOB DUTIES AND RESPONSIBILITIES:**

The following job duties and responsibilities should be performed according to the "Health Insurance Portability and Accountability Act of 1996" ("HIPAA"):

- Greets all patients and tends to their needs.
- Answers and redirects all incoming calls.
- Assess the nature of patient inquiries to determine if appointment is needed.
- Checks patients in and schedules new and follow-up appointments for all providers and the eligibility coordinator.
- Verify patient information (demographics, etc.) is accurate and complete in computer system.
- Scan patient chart into EHS.
- Place sign-in sheet in location for providers/nurses.
- Finalizes payment with patient after appointment has ended. On full fee, collect co-pay and slide fee prior to seeing the patient.
- Prepare daily collections for bank deposits which coincide with daily batch.
- Maintains chart organization and accurate medical records.
- Maintains the front office in a neat and organized fashion.
- Communicates effectively with other members of the clinical staff.
- Performs other related duties as assigned.
- Participates in care team as needed.
- Adheres to the policies and procedures of MEHOP.
- Verifies appointments each day and reschedules as needed.
- Leads the team of receptionists to insure coverage, efficient operation and customer satisfaction.

### **JOB REQUIREMENTS AND EDUCATION:**

- Communicates with patients in a caring, professional manner.
- Bi-lingual in English/Spanish is a must.
- Possesses good organizational skills and is self directed.
- Possesses computer skills and knowledge of programs such as Microsoft Windows and/or EHS.
- High School Graduate or equivalent required.
- Past experience in customer service.
- Knowledge of medical terminology preferred.
- Ability to communicate and relate to people at all levels in the organization.
- Ability to respond effectively to inquiries about MEHOP's services.
- Demonstrates flexibility and emotional control in handling difficult or stressful situation.

**BENEFITS:** Health and life insurance, paid holidays, sick days.

**SALARY:** Commensurate with experience.

Revised 6/2016