



Coastal Health Alliance

Job Title: Medical Receptionist

Status: Non-exempt

Salary Information: Commensurate with experience

Supervision: Director of Clinical Operations

Work Location: May be called upon to work in both CHA clinic sites (Point Reyes Station and Bolinas). However, the current assignment is for a Medical Receptionist in our Point Reyes Station Site.

Summary: Under the direction of the Lead Medical Receptionist performs the clerical tasks required to register and discharge clinic patients; make appointments, answer phones, work with other staff.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- High school education or GED;
- Completion of a Medical Receptionist program preferred;
- Experience handling calls on multiple phone lines;
- A minimum of one year of previous office experience (medical setting preferred);
- Excellent customer service skills are required due to the extensive public contact associated with this position.

Language Skills:

- Outstanding verbal communication skills;
- Bilingual ability in English/Spanish strongly preferred;

- Ability to communicate pleasantly and professionally (especially under pressure);
- Good reading comprehension and writing ability.

Mathematical Skills:

- Proficiency in basic math;
- Ability to handle money and make change accurately.

Reasoning Ability:

- This position requires a highly-developed sense of judgment and above average reasoning ability;
- Able to recognize an emergency situation and report it immediately;
- Able to carry out instructions.

Other Skills & Abilities:

- Ability to multitask (critical to performing this job successfully);
- Outstanding attention to detail;
- Computer literate;
- Good typing skills;
- Accurate filing skills;
- Organize and plan work efficiently;
- Maintain good working relations with all members of the clinic team;
- Knowledge of medical terminology.

Scope of Work Responsibility: Essential duties include the following. Other duties may be assigned.

Medical Reception:

- Greet and check-in patients in a professional and courteous manner;
- Enter patient demographic data consistently and accurately;
- Verify insurance eligibility;
- Copy insurance cards as needed;
- Process status of patient visit in electronic medical record in a timely and accurate manner;
- Have patients fill out all applicable paperwork;
- Collect patient co-pays and/or any payments due;
- Select correct payor type for each visit.
- Will fill-in for Call Center Receptionist as needed
- Other duties or projects as assigned

Physical Capacity:

Physical Requirements: 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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is frequently required to stand and talk or listen. The employee is occasionally required to walk; sit use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms; bend from waist to write at reception desk.

The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Normal medical office environment. Occasional evening or weekend work hours. Deadlines and other stress-related pressures. Potential exposure to blood, body fluids, and other pathogens.

Signature: _____ Date: _____