POSITION DESCRIPTION

JOB TITLE: Medical Receptionist/Call Center
REPORTS TO: Administrative Services Supervisor / Front Desk Lead
STATUS: Non-Exempt (hourly)
LOCATION: Medical Clinic
ROLE: This position exists to ensure efficient patient flow and excellent customer service and to provide clients with information regarding appointments and services.

JOB DUTIES:

- Answer the telephone during clinic hours, provide information and/or take messages as appropriate.
- Schedule medical appointments; assure patient flow is moving at required pace; identify patient needs to ensure appropriate scheduling of appointments.
- Greet patients, check-in, and update registration information at time of visit; assist new patients when necessary in completing registration forms.
- Pre-visit plan for appointments the following day to ensure any missing information gets collected at check-in and pre-registration for all new patients is taken care of.
- Verify insurance information prior to visit and upon registration/check-in; identify opportunities when a patient may benefit from meeting with enabling services (Patient Advocate, HCH Coordinator, Nurse, etc.).
- Request interpreters through interpreting agencies for insured patients and assign staff on the schedule for uninsured patients.
- Ensure patients check out from their appointments and schedule appropriate follow up appointments or add to the recall list when requested by the provider.
- Respond timely to voicemails left by patients.
- Reach out to patients who miss appointments, checked out without scheduling a follow
up appointment and patients on the Televox report and recall list.
• Collect payments for services rendered at time of visit or when patients present to the clinic to make a payment on their account.
• Serve and participate as requested in staff meetings, continuous quality improvement, and other process development opportunities within the organization.
• Ensure that the front office and lobby areas are kept clean and orderly.
• Assist with any interpreting, if needed.
• Assist with other duties and responsibilities as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:
• Confidence, professional judgment, and tact under pressure.
• Works well both independently and as part of a team.
• Exceptional customer service and communication skills.
• Flexibility--nimble in response to an evolving workload.
• Ability to exhibit good rapport with clients of varying ethnic backgrounds and socio-economic status.
• Ability to work in a fast-paced environment and manage multiple tasks without feeling overwhelmed.
• Excellent time management and organizational skills.
• Attention to detail.
• Commitment to the SCHS mission and staff values.

MINIMUM QUALIFICATIONS:
• Training as a medical assistant or receptionist and experience in scheduling medical and/or dental appointments.
• Bilingual (English/Spanish) required.
• Good computer skills.