

NORTHEAST MONTAN HEALTH SERVICES
RIVERSIDE CLINIC
JOB DESCRIPTION
RECEPTIONIST

NAME: _____

ACCOUNTABLE TO: **DIRECTOR, BUSINESS OFFICE**

PURPOSE OF YOUR JOB POSITION

The primary purpose of your job position is to perform clerical support for the Clinic in accordance with established procedures and as directed by your supervisor.

As the Receptionist, you are the public's initial exposure to the facility. You must display absolute professionalism and courtesy at all times whether dealing with the public on the telephone or in person. You are delegated the responsibility and accountability, necessary to carry out your assigned duties.

Every effort has been made to make your job description as complete as possible. However, it in no way states or implies that these are the only job duties that you will be required to perform. The omission of specific statements of duties does not exclude them from your position if the work is related, similar, or a logical assignment to your position.

WORKING CONDITIONS

1. Works in a well-lighted, ventilated office area.
2. Is subject to sitting, standing, and bending intermittently throughout working hours.
3. Is subject to frequent interruptions.
4. Is subject to hostile, emotionally upset patients, residents, family members, personnel, visitors, etc.
5. Is willing to work beyond normal working hours, weekends, and holidays when necessary.
6. May be exposed to infectious diseases and hazardous waste.
7. Must travel between all campuses of NEMHS.

ESSENTIAL JOB FUNCTIONS

1. Must possess a high school diploma or its equivalency.
2. Preferable to have a working knowledge of computers.

3. Must be able to work effectively, professionally and present well to the public.
4. Must display proper telephone etiquette at all times.
5. Must be able to read, write, speak, and comprehend the English language.
6. Must be able to see and hear, or use prosthetic devices that will enable these senses to function adequately to assure that the requirements of the position can be fully met.

MAJOR RESPONSIBILITIES

1. **Responsible** for collecting the necessary information and completing the admission registration on all Clinic patients.
 - a. Utilizes the computer admission system to fully complete patient registration information needed to insure proper billing of each account.
 - b. Verify insurance carrier of all patient entering the facility.
 - c. Assists in verifying Medicaid eligible patients.
2. **Responsible** for answering telephone calls and transferring incoming calls to the appropriate departments, using the paging system when necessary.
 - a. On all incoming telephone calls, transfer the call to the appropriate department. If the call is returned as "no answer", use the intercom when appropriate. Takes messages whenever possible, recording the time of the message.
 - b. Responsible for telephone maintenance personnel when telephone system is not functioning properly.
3. **Responsible** for distributing daily, all incoming and outgoing mail.
 - a. Separates and sorts all incoming mail and distributes to the appropriate departmental mailbox by 11:00 a.m. daily.
 - b. Prepares the outgoing mail.
 - c. Prepares outgoing UPS mail/packaging.
4. **Responsible** for cash and cash payments.
 - a. Receives cash and checks from patients for payments to accounts.
 - b. Balances cash drawer daily.

5. **Responsible** for maintaining medical charts according to established procedures.
 - a. Files all medical records.
 - a. Keeps filing system as necessary for proper organization.
 - b. Files all dictation.
6. **Responsible** for scheduling appointments for health care providers.
 - a. Schedules appointments using guidelines per each provider.
 - b. Patients are to be given a choice of another provider if the one they are requesting is booked.
 - c. Notify nurses of acute illness/injuries immediately.
 - d. Assures that no patients are turned away.
7. **Responsible** for closing the office at night.
 - a. Closes and locks the office at night.
 - b. Assures all the lights, and office equipment is turned off and all windows are closed and locked if appropriate.
 - c. Transfer telephone to answering service when leaving at the end of the day.
8. **Responsible** for assuring own education to keep abreast of changes affecting your position.
 - a. Attends workshops as directed by your supervisor.
 - b. Attends mandatory facility classes.
 - OSHA
 - Fire Life Safety
 - Infection Control
 - Hazcom
 - HIPAA
 - Hazcom/Blood Borne Pathogens

9. **Responsible** for abiding by the policies and procedures of NEMHS.
- a. Follows Employee Handbook.
 - b. Follows Employee Health Policies.
 - c. Follows OSHA, Infection Control and Safety policies.
 - d. Attends mandatory in-service training and training appropriate to your job position.
 - e. Assists the Director of Nursing and C.O.O. as needed.

I have read and understand the above job description. I understand that all listed Responsibilities are essential job functions for this position, and I agree to abide by those duties and responsibilities.

Employee

Date

Supervisor

Date