

POSITION SUMMARY:

The Patient Specialist/Medical Receptionist position is an administrative/clinical professional one that requires a warm and cheerful personality who enjoys working with a diverse public and who manages a fast-paced office environment with calmness. This position maintains electronic health records, performs administrative functions, including reception, scheduling, answering phones, filing, ordering supplies and general office duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Checks patients in for their appointments and out following their appointments.
- Schedules patients for appointments.
- Processes HDC and follow up appointments in coordination with Care Coordination.
- Answers and directs telephone calls and documents calls or conversations in the electronic health record.
- Collect co-pays and accurately report batches.
- Asks each patient about income level and offers a sliding scale application if they qualify and document in patient's chart.
- Participates in daily care team huddle to ensure all current registration information is complete and assist with pre-visit planning as appropriate coordinates and works with the patient care team structure and processes.
- Obtains updated clerical information in accordance with procedural guidelines ensuring that all appropriate document/information has been entered at the time of registration.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

Performs other duties as assigned.

COMPETENCIES:

- Good organizational skills to handle multiple priorities while remaining professional and calm.
- Ability to work with many diverse people.
- Effective telephone skills.
- Strong level of confidentiality due to the sensitivity of materials and information handled.

- Must be able to make suggestions on workflow or system efficiency and effectiveness.
- Ability to work independently, be self-directed and flexible and have the ability to prioritize.
- Ability to perform functions with minimal supervision and to work at a high-volume level of accuracy.

GENERAL EXPECTATIONS:

- Be committed to the mission of the Hometown Health Center.
- Behave in a professional manner and consistently demonstrate and promote the values of respect, honesty, and dignity for the patient, families, and all members of the healthcare team.
- Committed to the constant pursuit of excellence and teamwork in improving the care of the patient and families of Hometown Health Center and the Patient Centered Medical Home Neighborhood.
- Be punctual for scheduled work and use time appropriately.
- Perform duties in a conscientious, cooperative manner.
- Perform required amount of work in a timely fashion with a minimum of errors.
- Be neat and maintain a professional appearance.
- Maintain confidentiality and protect the Practice by abiding by laws and principles related to confidentiality; keep information concerning Practice Operations, patients and employees confidential.
- This position requires compliance with Health Center's compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures. Such compliance will be an element considered as part of the Patient Specialist's regular performance evaluation.

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by the Incumbent 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 sit for prolonged periods of time, and talk and hear.

The employee is occasionally required to stand, walk and use hands to operate a standard computer keyboard. The employee may occasionally lift and/or move up to 10 pounds. Vision requirements include: close vision, distance vision, depth perception, and the ability to adjust focus. This position has Long periods of VDT exposure through constant use of a computer terminal.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed in a busy medical office environment with many interruptions. Very active, fast paced position with short deadlines. At times, must interact with irate patients and remain calm and professional. The work environment has multiple interruptions; deadlines (sometimes short lead time); requires incumbent to be personable at all times (phone, public, employees); with ability to read multiple handwriting. This position must be able to do multiple tasks in a short time span. Must be willing to travel between all HOMETOWN Health Center offices for coverage when requested by Supervisor.

QUALIFICATIONS NEEDED FOR POSITION:

- At least two years of experience working in a medical office preferred.
- Strong organizational skills.
- Ability to be professional and courteous with internal and external customers at all times, including under stress.
- Ability to work both independently and as part of a team.
- Ability to communicate articulately and comprehend written and verbal communications.
- Willingness to learn and take on new challenges, roles and duties.

EDUCATION REQUIREMENTS:

High School graduate or the equivalent.

Completion of medical terminology course preferred. The following experience and skills are considered essential:

Understanding of clinical quality guidelines, compliance and policy development.

Ability to work collaboratively.

Ability to communicate effectively with Senior Management Team, Providers and all staff.

Hometown Health Center is an equal opportunity employer and provider.