

CASCADE MEDICAL CENTER

SUBJECT: JOB DESCRIPTION
Registration Receptionist

SUPERVISOR: Clinic Manager

A. JOB SCOPE AND PURPOSE

To ensure high quality service to patients, physicians, and appropriate customer groups.

B. JOB FUNCTIONS

1. Maintain patient confidentiality according to HIPPA regulations.
2. Answering Phones
 - a. Basic phone triage duties including directing the call to the appropriate location (i.e. billing, nurse's station, provider, medical assistant, etc.).
 - b. Patient calls – determine if the call is for an appointment, billing, refill request, etc. Ensure that any messages to providers are delivered in a timely matter.
 - c. Assist Clinic Assistant and Medical Assistant in making any phone calls as requested by providers.
 - d. Assist Physical Therapist & Physical Therapist Assistant in making any phone calls as requested by providers.
3. Patient Scheduling
 - a. The receptionist is responsible for determining the type of patient visit and duration through the use of appropriate questioning of the patient. A ten-minute template will be used and short visits will be allocated two ten-minute slot. A long visit will be allocated four ten-minute slots.
 - b. The receptionist is responsible for informing the patient that only their major complaint will be dealt with during their scheduled visit. If the patient has numerous complaints they will be scheduled a longer visit time slot or for a return visit.
 - c. The receptionist is responsible for informing patients that all patient responsible payments are due at the time of service.
4. Pre-registration
 - a. Make sure that any necessary consent forms, MSP forms and questionnaires related to the visit are provided to the patient.
 - b. Check daily the eligibility and phone list for any cancelations or reschedules.
5. Schedule Outpatient Procedures
 - a. The receptionist will call the nurse on duty and notify them of any scheduled outpatient procedures for the following day that need performed in the hospital.
6. Patient Check-in

- a. The receptionist will confirm patient identity and contact information upon patient arrival including email and patients preference of how they want to be contacted.
- b. The receptionist will scan photo ID and insurance card.
- c. The receptionist will collect all co-pay at check in.
- 7. Patient Check-out
 - a. The receptionist will check out each patient following their visit and collect any self-pay fees due at the time of service.
 - b. The receptionist will schedule the patient at this time for any follow up visits.
- 8. Healthy Connections
 - a. Educate patients enrolled in the Healthy Connections program on how to ensure that they have Cascade Family Practice as their provider of choice.
 - b. Verify patient's Healthy connection PCP through their website before the patient's appointment and if we are not the patients PCP either verify with patient if they want to change their PCP to the clinic or we must obtain Healthy connection referral from the patients PCP to be seen.
- 9. Medical Records
 - a. Complete and send request for patient records by obtaining signature on medical release form. Send medical records in response to in-coming medical releases.
 - b. Provides medical record information by answering questions and requests of patients, hospital staff, law firms, insurance companies, and government agencies.
 - c. Create Medical Record Invoice's to collect fees for copies of medical records.
 - d. Organize and maintain medical records by collecting information about patients.
 - e. Maintain confidentiality of all medical records
- 10. Providers schedule
 - a. The receptionist is to keep the monthly providers schedule up to date within the EHR system.

C. QUALIFICATIONS

Education:	High School preferred, with ability to read, write and speak English. Able to do simple mathematics.
Experience:	Preferred one-year experience in a hospital, clinic, or related experience.
Health:	Good physical and mental health and personal hygiene.
Dexterity and Physical Demand:	Requires frequent use of computers, movement around the clinic, as well as possibly sitting for long periods of time.

Job Requirements: Knowledge of computers and some computer programming. Meet or exceed customer needs in a caring, efficient and cost effective manner, demonstrate honesty, and maintain complete patient confidentiality according to HIPPA regulations.

D. BASIC CONDITIONS OF EMPLOYMENT STANDARDS

Those outlined in general hospital policy on:

1. Customer Service
2. Quality
3. Professional Conduct
4. Personal Conduct
5. Competency

E. WORKING ENVIRONMENT

Risk of exposure to (check those that apply and list "other")

☐ Blood & bodily fluids
☒ Disease
☐ TB (to require mask)

☐ Latex
☐ Hazardous drugs
☒ Mechanical/Electrical

☒ Odors, chemicals
☐ Other: _____
☐ Other: _____

F. PHYSICAL REQUIREMENTS

Please complete based on a normal day's work.

Employees are asked to sign a statement indicating whether they can perform the essential functions of their position. Requests for accommodation will be considered on an individual basis.

Classifications	Max	Frequent	Occasional	This Job
Sedentary	10 lbs.	-	-	
Light	25 lbs.	10 lbs.	-	X
Medium	50 lbs.	25 lbs.	10 lbs.	
Heavy	100 lbs.	50 lbs.	20 lbs.	
Very heavy	>100 lbs.	-	-	

	Frequent > 60% of day	Occasional 30% of day	Limited Up to 30% of day
Sitting	X		
Twisting/turning from waist		X	
Standing		X	
Climbing			X
Crawling			--
Left/right foot movement		X	
Walking		X	
Bending		X	
Stooping		X	
Kneeling			X
Squatting			X
Push/pull objects on roller/wheel			X
Push/pull objects not on rollers/wheels			X
Reaching above shoulder level		X	
Reaching below shoulder level		X	

Moving objects horizontally (left to right)		X	
Moving objects vertically (up and down)		X	
Handing (holding, grasping, working with hands)		X	
Fine finger manipulation (size, shape, temperature, texture by finger receptors)	X		

	Check If Appropriate
Senses needed to perform essential functions of the position: Hearing, talking, depth perception, color, vision, touch and smell.	X
Maintain a stable posture and gait with hands free to perform anticipated or routine and emergent patient care.	
Endurance (cardiovascular fitness)	
Physically and mentally able to work extended hours when necessary	X

I have read the job description above and agree that I am qualified and able to perform the job to the best of my ability:

Employee Signature

Date

Administrator Signature

Date