Job Title:	MEDICAL RECEPTIONIST	**Reports to:**	MEDICAL RECEPTION MANAGER
Job Code:		**Direct Reports:**	NONE
Department Name:	Sam Poole Medical Clinic	**Created Date:**	June 2, 2021
FLSA Status:	☐ Exempt (Salaried) ☑ Non-Exempt (Hourly)	**Revised Date:**	June 14, 2021

Job Summary

The Medical Receptionist is responsible for interacting with guests in a healthcare setting and performing administrative tasks for the medical team. Their duties include scheduling patient appointments according to provider availability, explaining intake forms to new patients, completing check-out tasks, and answering incoming phone calls to the clinic.

Minimum Job Qualifications

Licensure or other certifications:	None
Educational Requirements:	☑ High School Diploma ☐ Associates Degree ☐ Bachelors Degree ☐ Masters Degree ☐ Other
***Additional Education Information (explain "other"):**	Knowledge of medical terminology; Basic computer skills; Bilingual (English/Spanish) written and oral
Minimum Experience:	Two years in medical setting preferred

Good News Clinics' Core Competencies:

1.	**Being Vulnerable** Admits mistakes and shortcomings; Shares thoughts and feelings openly; Is transparent without hidden agendas; Seen as authentic and genuine; Open and non-defensive to feedback
2.	**Communicating Effectively** Shares information fully and offers knowledge and experience; Conveys ideas in a manner that engages others; Takes unpopular positions if necessary; Engages in unfiltered dialogue; Relates to others in a respectful manner, regardless of level, personality and background
3.	**Being Accountable** Demonstrates tenacity and perseverance; Takes initiative; Engages resources to overcome obstacles; Has the courage to do the right thing even when difficult; Acts with integrity in accordance with our Core Values
4.	**Displaying Empathy** Shares in the joys and pains of others; Is available and offers to help others; Shows concern for the challenges of others; Has a positive and kind demeanor; Takes a non-judgmental approach with others
5.	**Holding Others Accountable** Provides current actionable feedback, both corrective and reinforcing; Doesn't allow problems to fester; Takes action when necessary, even if unpleasant; Uses every opportunity to give reinforcing feedback to others; Helps others see their blind spots
6.	**Listening** Practices attentive and active listening; Listens for the unsaid; Asks questions to confirm understanding; Hears people out without interrupting; Is open to viewpoints of others
7.	**Managing Disagreement** Acknowledges differing viewpoints and sees it as an opportunity to learn; Doesn't run away from conflict; Strives for win/win solutions; Hammers out tough agreements; Finds common ground and solves problems for the good of all

8.	**Promoting Teamwork** Values the contributions of all; Connects others' roles to organizational and team success; Encourages and supports; Cuts across boundaries to get things done; Puts own needs aside for good of the team and the organization
9.	**Striving for Continuous Improvement** Experiments regularly with new ideas and approaches; Willing to fail; Learns from mistakes; Always seeks to be better tomorrow than today; Adapts to change

Organization Expectations

Operations: Participates in continuous improvement processes, quality, efficiencies, satisfaction, engagement and outcomes.

Talent Development: Strives to improve own and others' skills and knowledge.

Safety: Promotes patient, visitor and staff safety and effectively manages risk that lead to injury or harm.

Productivity: Contributes to the department's successful achievement of productivity expectations.

Regulatory Compliance: Contributes to the department's compliance with regulatory, mandatory education, and similar requirements.

Key Performance Indicators (KPI)

Identifies unit/department level goals that align with the organization's Key Performance Indicators.

HIPAA (Health Information Portability and Accountability Act)

If, in the normal course of my duties and responsibilities, I am required to access protected health information (PHI) and electronic protected health information (EPHI) for the purposes of treatment, payment and operations within Good News Clinics, I will limit such access to only the minimum necessary amount of PHI and EPHI necessary to perform the functions of my job. If access is not required in the normal course of my duties and responsibilities, I will not access PHI or EPHI.

Job Specific and Unique Knowledge, Skills and Abilities

1.	Greeting patients professionally both in person and on the phone
2.	Optimizing provider schedules and patient satisfaction with efficient scheduling
3.	Quickly answering or properly referring questions and issues
4.	Completes task delegated by Medical Reception Manager as applicable.

Essential Tasks and Responsibilities

1.	**Patient interactions by phone and in clinic**	
	1A	Greetings in person and by phone are curteous and prompt.
	1B	Phone ringers are left at an audible volume or headset is on at all times.
	1C	Questions are answered quickly and calls are transferred to the proper department.
	1D	In-clinic patient questions are resolved at the front counter when possible. Observe/control patient flow to medical area.
	1E	Specific directions given if there is a need to let a patient into medical area without escort.
2.	**Organizes front office, reception area and work area and is responsible for these areas**	
	2A	Check-in and check-out areas should be free of clutter at all times
	2B	Shred it bins should be emptied each day
	2C	Personal items should be kept out of patient eyesight at all times
	2D	Lobby should be organized and straightened at the closing of each day

3.	**Utilizes EMR system to set and modify appointments for patients**	
	3A	Places all follow up appointments
	3B	Reschedules, cancels, and contacts existing appointments.
	3C	Completes new patient application first appointments
4.	**Assists in the monitoring and potential scheduling of in-clinic referrals**	
	4A	Referal work queues should be monitored daily
	4B	Referal work queue dates updated for daily huddle

Physical Demands

				Occasionally: 0-30% of time	Frequently: 31-65% of time	Constantly: 66-100% of time
Weight Lifted:	☑ up to 20lbs	☐ up to 50lbs	☐ up to 100lbs	☑	☐	☐
Weight Carried:	☑ up to 20lbs	☐ up to 50lbs	☐ up to 100lbs	☑	☐	☐
Vision	☑ light	☐ moderate	☐ heavy	☑	☐	☐

Kneeling/Stooping/ Bending	☑ Occasionally 0-30%	☐ Frequently 31-65%	☐ Constantly 66-100%
Standing/Walking	☑ Occasionally 0-30%	☐ Frequently 31-65%	☐ Constantly 66-100%
Pushing/Pulling	☑ Occasionally 0-30%	☐ Frequently 31-65%	☐ Constantly 66-100%
Intensity of Work	☑ Occasionally 0-30%	☐ Frequently 31-65%	☐ Constantly 66-100%
Job Requires:	☑ Reading ☑ Writing ☑ Reasoning ☑ Talking ☑ Fingering ☐ Driving		

Environment and Working Conditions

☐ OSHA Category I:	Job classifications in which the normal duties may involve contact and potential exposure to blood or other potentially infectious or hazardous materials. Appropriate personal protective equipment is to be used whenever potential exists for exposure to potentially infectious or hazardous materials.
☑ OSHA Category II:	Job classifications in which normal duties do not reasonably anticipate exposure to blood or other potentially infectious or hazardous materials. Contact with blood may occur in an emergency.
☐ OSHA Category III:	Job classifications in which the normal duties do not entail predictable or unpredictable contact with blood or other potentially infectious or hazardous materials.
Additional Work Conditions:	

I, _____, have read the job description and fully understand the conditions set forth herein, and I will perform these duties to the best of my ability.

Employee Signature: _____ **Date:** _____