

Muleshoe Area Medical Center Position Description

Job Title: Receptionist
Department: Business Office - Hospital
Reports To: Business Office Manager
FLSA Status: Non-Exempt

SUMMARY: Greeter for the facility, "First Impression" (on the phone and in person) representation for the entire facility. To assist the nurses and providers and act as intermediary in assisting patient needs and answering their phone calls in a timely and efficient manner.

QUALIFICATIONS:

- Communicate in an effective manner, follow written or verbal instructions and demonstrate good interpersonal skills to deal with team members, patients and families.
- Possess skills necessary to communicate effectively with patient and staff.
- Competent in Microsoft Office Word and Excel.
- Possess basic math skills.
- Maintain discretion and confidentiality in communications.
- Familiar with policies and procedures regarding reporting and release of protected health information (PHI).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Multi-tasks with ease: Ability to prioritize needs and to discern when and what can wait to meet top priorities.
- Uses slow/down time efficiently.
- Organizes workload so that all tasks are completed appropriately.
- Masters customer service skills and acknowledgement skills and gives extraordinary customer service.
- Greets patients and family members in professional, friendly and respectful manner every time.
- Directs patients/family members/public to correct areas, accurately.
- Listens carefully to what each patient (or a family member) requests in all aspects, and treats patients/residents and their families with respect and dignity.
- Listens and responds to co-worker and supervisor requests and directives with respect.
- Speaks clearly and slow enough for patients to understand all communication (in person and phone) while keeping an upbeat tone of voice.
- Answers phone in a timely manner.
- Knows where to appropriately transfer calls and transfers successfully.
- Verifies insurance and updates patient's demographic information.
- When necessary scans items in a timely and accurate manner.
- Collects patient co-payments, deductible amounts and all private pay payments, according to payment collection policies.
- When necessary balances and/or prepare daily deposits.
- Enters appointment times in computer accurately.

- Directs complaints or problems to supervisor or administrator.
- Demonstrates work initiative and requires little work direction, enhances the operation of the organization, effectively schedules times and assigns priorities so projects are performed in a timely manner.
- Prepares for next work day in advance.
- Takes messages with accuracy and delivers to appropriate source to handle timely.
- Monitors and assists with cleanliness of waiting room.
- Finds someone to cover reception desk; if needing to step away.
- When necessary records daily statistic sheet accurately.
- Demonstrates knowledge and confidence of scheduling appointment effectively and accurately, according to policy.
- Handles stressful or crisis situation appropriately.
- Operates and uses computer programs, fax machine and calculator effectively.
- Develops and maintains positive, effective working relationships with other employees, supervisors and medical providers.
- Attends meetings as required.
- Miscellaneous duties as assigned requested or required.

EDUCATION and/or EXPERIENCE:

- High School Diploma/GED
- Customer Service trained or experience, preferred
- Previous clinic, clerical and/or medical terminology , preferred

LANGUAGE/READING SKILLS:

- Communicate verbally and in writing in English.
- Additional language of Spanish preferred.

MATHEMATICAL SKILLS:

- Must be proficient at mathematical and statistical calculations.

REASONING ABILITY: Employee responds to unusual or varied situations that are not covered by existing standards, procedures and precedents.

WORK ENVIRONMENT: Employee is regularly required to stand, walk, sit, ascend and descend stairs, possess ability to handle, finger or feel objects, tools or controls; reach with hands and arms.

Employee must frequently be able to lift 25 pounds from the floor to waist level and may occasionally be required to lift 50 pounds. Specific vision abilities include close vision and the ability to clearly focus vision.