

Family Health Centers – Job Description

JOB TITLE: PATIENT REGISTRATION REPRESENTATIVE

LOCATION: Omak, Tonasket, Brewster, Bridgeport, Twisp Clinics and Dental Clinics

DEPARTMENT: Patient Registration Revised Date: January 2013

FLSA STATUS: Non-Exempt/Hourly

REPORTS TO: **Medical Clinics:** Clinic Operations Manager
Dental Clinic: Dental Operations Manager

PRIMARY ACCOUNTABILITY: Responsible for independently performing a wide range of complex and confidential front desk tasks to support the patient encounter.

PRIMARY DUTIES AND RESPONSIBILITIES

- 1) Responsible for registering patients and scheduling patient visits
 - a) Provide appointments to patients using scheduling guidelines
 - b) Make pre-appointment calls.
 - c) Accurately and legibly fill out all required forms; verify patient information (demographics, insurance, sliding fee) and update computer information at each patient visit.
- 2) Process patient payments
 - a) Collect and post payments on patient accounts into EPM
 - b) Reconcile and close daily batch at end of business day
- 3) Performance of administrative duties
 - a) Answers phone calls and handles incoming and outgoing faxes
 - b) Obtains release of information requests
 - c) Assist patients with information requests
- 4) Attendance
 - a) Ensures attendance and hours worked are accurately recorded in computerized timekeeping system
 - b) Properly manages paid vacation and sick leave
 - c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

GENERAL DEVELOPMENT

1. Requires basic organizational skills, typically to organize own work
2. Job duties require the ability to work independently and as part of a team
3. Job duties are typically performed in response to workflow or ongoing direction by supervisors or others
4. Employees are able to effectively select from alternatives to situations encountered on the job
5. Employees focus is primarily on their own work
6. Duties require the compilation of information

PROFESSIONAL & TECHNICAL KNOWLEDGE

Possesses a basic level of written and verbal communications skills, computational and computer skills and mathematical knowledge typically acquired through completion of a high school program.

TECHNICAL SKILLS

1. Ability to prepare basic correspondence and simple reports in Microsoft Word
2. Ability to create, send and manage email in Outlook
3. Ability to use a multi-line phone system
4. Ability to access web-based applications and programs of others
5. Fully functional in use of the EPM program

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COMMUNICATION SKILLS

- 1) Employee is required to effectively communicate using FHC’s core values; the **Core Dimensions**
 - a) **Respect**—using manners and appropriate language; maintaining a person’s dignity and confidentiality; giving credit where due; asking others for their input and feedback
 - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
 - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
 - d) **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers
- 3) Job duties require the effective communication of information in written (including electronic) correspondence

WORK ENVIRONMENT

Work is performed in an ambulatory care setting, which may include the requirement of working at other sites.

TYPICAL PHYSICAL DEMANDS

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing			x		
Walking			x		
Climbing		x			
Sitting					x
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm's length			x		
Fingering					x
Grasping / Holding			x		
Talking					x
Hearing					x
Seeing					x
Work in confined spaces		x			
Exposed to extreme temperatures	x				
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment	x				
Work at heights balancing	x				
Use/exposed to hazardous substances	x				

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This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Signature below acknowledges that I have received a copy of my job description.

Employee Signature

Date

Witness Signature

Date