

JOB DESCRIPTION – FRONT DESK

Summary: Responsible for welcoming patients to the health center, answering the phone, appointing and re-appointing patients, and all related duties.

Reports To: Front Desk Lead

Location: RCMS Gualala

Exemption: Non-exempt

All RCMS employees are required to function within RCMS policies and procedures, meet the standards outlined in the Employee Handbook, and adhere to the code of conduct and the RCMS Mission Statement.

Employee are required to monitor their email and phone voice mail messages daily, and respond to all internal and external communications in an appropriate and timely manner.

RCMS employees are expected to represent RCMS in a professional, positive manner to the community at large, and are encouraged to participate in RCMS fundraising events.

ESSENTIAL DUTIES:

- Answer phone and take messages when necessary.
- Appoint and reappoint patients, check patients in and out and generate superbill
- Review demographics, insurance, sliding scale eligibility (if applicable), and PCP designation at time of appointment.
- Collect insurance co-pay/deductible sliding scale fee and lab fees for outside orders at the time of appointment.
- Call patients to remind them of their appointments.
- Maintain and balance cash sheet on a daily basis.
- Follow up on after-hours call log.
- Chart “scrub” patient file one day prior to patient visit.

OTHER ASSIGNED DUTIES:

- Collaborate with all health center staff to adhere to the medical home model of care.
- Other duties as assigned.

JOB REQUIREMENTS/QUALIFICATIONS

- High School education.
- Minimum of one year experience working in medical setting preferred.
- Current TB verification.
- Working knowledge of the use and applications of computers, particularly Excel and Microsoft Word.
- Knowledge of Electronic Health Records system (such as NextGen) preferred.
- Ability to maintain accurate, detailed reports and records.

- Ability to communicate effectively, verbally and in writing.
- Must have good organizational skills and be able to work independently as well as with others in a team environment.

Americans With Disabilities Act Statement: External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential position responsibilities as listed in this position description either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.

I accept and can perform the essential functions of this job, with or without reasonable accommodations.

Signed

Date