

JOB DESCRIPTION – FRONT DESK/MEDICAL RECORDS

Summary: Responsible for welcoming patients to the health center, answering the phone, appointing and re-appointing patients, and all related duties. Process all requests via electronic fax, paper and phone while also keeping detailed documentation in the patients' electronic health records. This includes updating records by scanning paperwork and adding documents after each encounter.

Reports To: Front Desk Supervisor

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.

FRONT DESK 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.

MEDICAL RECORDS ESSENTIAL DUTIES:

- Maintain high level of confidentiality and attention to detail while working with sensitive Patient Health Information.
- Distribute incoming electronic faxes appropriately and according to provider preferences.
- Collect and prepare information for all patients' next day appointments. (Abstracting/Scanning)
- Scan paperwork into each patient's electronic health record.

- Shred documents that have already been scanned and kept for the appropriate amount of time.
- Scan in paper charts when team asks.
- Go through all faxes and distribute them (print everything that requires a signature or a response from provider).
- Check the medical record release folder and make sure they are all done in a timely manner.
- Scan all documents to be filed into Doc Management (ICS).
- Check phone messages.
- Give prescription refills to the refill nurse.
- Properly identify and file OFP (Office of Family Planning/ Family Pact) correctly. These documents have additional requirements and procedures. Copies may come from Point Arena. Copies from here also have to be sent to PA.
- Create new paper charts for new OFP patients.
- Enter specific reports in EHR once they are received and route them to where they need to go.
- Print any drafts or preliminary reports and give them to the Provider. Follow up to make sure we get the final drafts.
- Participate in annual chart purges.
- Pull and file paper charts as needed.
- Process all medical records requests and keep proper documentation.

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 CPR certification and TB verification.
- Working knowledge of the use and applications of computers, particularly Excel and Microsoft Word.
- Knowledge of Electronic Health Records system (preferably 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

9/2017