



## Unit Receptionist

Reports to: Nurse Care Manager  
Department: Medical  
Program (if applicable): N/A  
Job Status: Union

Classification: Non-Exempt  
UDS Code: 032 Patient Support Staff  
Date Revised: 6/10/2024  
Revised by: Director of Nursing

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### MAJOR FUNCTION

Provides point of contact interface between patients/clients/other customers and clinical units within health centers in accordance with established the philosophy of the health center; administrative support clerical functions to unit business operations, including but not limited to ESSENTIAL FUNCTIONS.

### ESSENTIAL FUNCTIONS

- Consistently greets all patients/clients/customers via telephone or directly in a culturally sensitive, personal and professional manner.
- Consistently exhibits behaviors which demonstrate concern and consideration for patient/client/customer needs.
- Consistently processes all patient and business-related documentation including medical records in a timely and efficient manner while ensuring confidential integrity of patient-related materials.
- Completes patient referral documents and pre-certifications in time frames determined by the Health Center. Follow the referral guidelines and provide appropriate clinical information to specialists.
- Adhere to team daily chart check list for patient chart preparation prior to and during patient visits.
- Consistently strives to verify/update computerized patient files as necessary to assure accuracy of data maintained in information systems.
- Demonstrates ability to work effectively with others by interfacing with clinical teams and other non-clinical staff to assure efficient patient flow. Coordinates with the clinical teams and patient access teams to support patient access to care at all times.
- Demonstrate team collaboration to facilitate joy in the work place.
- Provides support to clinical operations by performing and prioritizing clerical functions including, but not limited to, filing, record-keeping, appointment scheduling, taking prescription requests and requesting medical records.
- Retrieving information from the fax machine in a timely manner and other general office duties as assigned.
- Participate in daily team huddles.
- Inputs information in the electronic medical record and scans documents in appropriate locations according to the tabs. Scans lab and reports in chart according to tabs and filing system.
- Prepares and assist on departmental projects, form completions, and reports.
- Participate with population management in collaboration with the clinical and care teams as directed
- Demonstrates the ability to use Microsoft Word, and prepare memo's and documents as assigned

- Coordinates scheduling of patient appointments directly or via telephone in a manner which assures efficient utilization of clinical resources follow up with no show patients to reschedule appointments.
- Notify patients to bring appropriate documents for registration and insurance verification as needed. Insurance eligibility when scheduling patient appointments.
- Performs check-ins and check-outs for patients in the EHR.
- Adhere to scheduling rules for scheduling of appointments, confirmation calls as directed, and follow-up for no shows as indicated
- Consistently utilizes appropriate lines of authority as necessary.
- Demonstrates interest in improvement of work environment by maintaining awareness of current trends in medical office operations and shares such information with co-workers.
- Demonstrates self-directed learning through participation in staff education and in-service programs.
- Maintains flexibility and demonstrates cooperation in providing staffing coverage in all units including all satellite health center locations as needed.
- Adhere to check-in and check-out processes and procedures according to SOPs.

#### **ADDITIONAL RESPONSIBILITIES:**

- Monitors supply quantities and submit requisitions as necessary
- Assist staff with Spanish interpretation if bilingual in Spanish.
- Attend job related training as mandated.
- Performs other duties and assumes other responsibilities as apparent and/or as assigned by Nurse Care Manager. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

#### **REQUIREMENTS:**

#### **EDUCATION & EXPERIENCE:**

- High school diploma or general education degree (GED) required; minimum one (1) year related experience and/or training; or equivalent combination of education and experience.

#### **LICENSURE AND/OR CERTIFICATIONS:**

- Additional requirements such as certifications, industry-specific experience and the experience working with certain equipment

#### **KNOWLEDGE, SKILLS, ABILITIES AND OTHER (KSAO's)**

- Meets dress code standards; appearance in neat and clean.
- Completes annual educational requirement.
- Maintains regulatory requirements.
- Reports to work on time and as scheduled; completes work within designated time.
- Wears identification while on duty; uses computerized punch time system correctly.
- Maintains patient confidentiality at all times.
- Completes in-services surveys and returns in a timely fashion.
- Attends annual review and department in-services, as scheduled.
- Attends a minimum of 10 staff meetings annually; reads monthly staff meeting minutes.
- Represents the organization in a positive and professional manner.
- Actively participates in performance improvement and continuous quality improvement (CQI) activities.

- Complies with all organizational policies regarding ethical business practices.
- Communicates the mission, visions and goals of the facility, as well as the focus statement of the department.
- Bilingual -English/Spanish preferred
- Pass proficiency testing in Spanish (if bilingual) within 30 days of notification of testing requirement.
- Ability to read and comprehend instructions, short correspondence and memos. Ability to write correspondence; effectively present information to individuals and in group situations to customers, clients and other employees of the organization.
- Skill in the application of modern office techniques and practices and the use and care of office machines and equipment. Working knowledge of various computer programs; willingness to learn new software packages.
- Computer literacy and proficiency. Capable of working with computers and business software applications such as Microsoft word, excel, and power point Ability to work well with others and to assist the public cooperatively and courteously.
- Excellent communication and interpersonal skills.
- Ability to maintain client confidentiality.

## **PHYSICAL & WORK REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the manual dexterity sufficient to operate phones, computers and other office equipment. The position requires the physical ability to kneel, bend, and perform light lifting. This person must have the ability to write and speak clearly using the English language to convey information and be able to hear at normal speaking levels both in person and over the telephone. Specific vision abilities required by this job include close vision, depth perception and the ability to adjust focus. Generally, the working conditions are good with little or no exposure to extremes in health, safety hazards and/or hazardous materials.

*Henry J. Austin Health Center is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, creed, color, national origin, ancestry, marital status, civil union, domestic partnership, affectional or sexual orientation, genetic information, sex, gender identity, disability or veteran status.*