

Date Posted:

Job Posting

Part-Time

Admitting Receptionist/Medical Records Clerk

Description:

The admitting receptionist/medical records clerk position is an integral part of the patient experience. They are a key contributor to delivering extraordinary customer service to our patients and visitors, and superior administrative support to our team. This highly visible position requires a caring, friendly, and consistent candidate with exceptional communication, interpersonal, and organizational skills.

Reports To: Business Office Manager

Supervises: None

Qualifications: Two years clerical experience preferred. Requires excellent written and interpersonal communication skills. Requires visual and auditory acuity adequate to monitor patient and visitor activity and for frequent use of computers and occasional use of other business office equipment. Ability to sit for long periods and to perform desk and office activities.

Experience: Minimum of 2 years clerical experience preferred.

Job Knowledge: Working knowledge of computers. Excellent customer service and communication skills. Must be detail oriented and highly organized with the ability to multi-task, work under pressure and manage changing priorities.

Occupational Exposure:

Category III exposure to bloodborne pathogens and may encounter chemical hazards.

Duties:

- Interacts professionally, promptly and courteously with patients, physicians, and office personnel.
- Answers incoming telephone calls, handling calls if applicable and otherwise routing calls to the appropriate party or taking messages.
- Contacts patients to verify demographic information.
- Coordinates the reception area activities to promote communication throughout the facility.
- Prepares estimate of procedures, calculates advance payment requirements on previous or bad debt and current balances and communicates this to patients. Collects patient payments and provides accurate receipt.
- Refers complex or non-compliant patient financial issues to Business Office Manager or Administrator.
- Assembles patient medical record forms and obtains pertinent information to register patient.
- Admits patients to the facility following the established policies and procedures.
- Audits completion of electronic medical records.
- Retrieves, downloads and transfers operative reports to electronic medical records.
- Coordinates the collection, processing, maintenance, storage, retrieval and distribution of patient medical records according to established policies and procedures.
- Retrieves facility mail and opens and distributes mail according to facility policy.
- Assumes clerical duties and responsibilities as necessary.
- Prepares all bank deposits following facility cash controls.
- May be assigned additional responsibilities and special assignments by the Business Office Manager and/or Administrator.

Salary Range: \$15.81 - \$21.02 Compensation for this role will depend on a number of factors, including candidate's qualifications, skills, competencies and experience.

Benefits: PTO, 7 paid holidays, bereavement leave, 401K, 401K company match up to 4%, profit sharing, EAP