



Job Title: PATIENT RECEPTIONIST – BILINGUAL (SPANISH-ENGLISH)

Department(s): Business Operations

Position Summary: Ensures efficient patient flow, provides patients with needed information regarding appointments and services, processes patient registration and collects registration documents, schedules appointments, and ensures prompt collection of fees at the time of service.

Supervision Received: Business Operations Manager or Finance Director

Supervision Exercised: None

Hours/Week & FLSA Definition: 40 Full-Time Part-Time Exempt Non-Exempt

ESSENTIAL FUNCTIONS:

- Greets patients and other visitors in polite, prompt and helpful manner
- Verifies and updates patient demographic and payment information at check in time
- Collects patient payments
- Sorts incoming mail and faxes and distributes to appropriate destination
- Communicates effectively and professionally with clinical staff
- Responds to and/or forwards patient inquiries in a timely manner
- Facilitates patient referrals to off-site medical services
- Updates registration records at time of check in; scans registration paperwork into Practice Management System after information has been verified and updated/entered. Instructs and assists new patients in filling out registration forms, Sliding Fee Application, SAGE and/or MFPP paperwork.
- Opens and closes Cash Receipt batches for payments and turns in to Billing Supervisor daily
- Prints providers' schedules and patient paperwork for the upcoming day.
- Maintains a clean and orderly lobby and entryway
- Assists the scheduling department:
 - Answers incoming calls while screening and forwarding to appropriate staff
 - Schedules, cancels, and reschedules patient appointments
 - Advises patients of payment policies when scheduling appointments

CORE REQUIREMENTS:

- Works collaboratively and respectfully with staff and others—individually and as part of a team—to achieve optimal efficiency, outcomes and morale
- Interacts in a culturally competent manner with individuals and groups from diverse backgrounds, including but not limited to: socio-economics, race and ethnicity, nationality and religion, both in-clinic and in the community
- Maintains excellent and punctual attendance
- Attends and actively participates in staff and departmental meetings
- Attends agency functions and meetings as relevant or required
- Works at any or all NHS clinics, as needed
- Uses computer daily including e-mail, word documents, spreadsheets, patient management system, electronic health record, and patient portal, as needed to carry out essential job functions
- Maintains any required licensure/certification
- Demonstrates commitment to agency mission and goals
- Abides by corporate compliance program, HIPAA regulations and other agency policies and procedures
- Utilizes Patient Portal to access patient information and communicate with patients, as relevant
- Plans, organizes, and multitasks
- Speaks, understands, reads and writes English sufficiently to carry out all essential duties
- Performs other duties as assigned

QUALIFICATIONS:

- High school diploma or equivalent
- Fluent in Spanish and English (both oral and written)
- Knowledge of medical terminology; insurance plans; appointment scheduling; Electronic Medical Records, preferred
- Customer Service experience