



Today's Date: October 12, 2017

Job Listing: Receptionist: Family Practice Clinic and Pediatric Clinic, Ottumwa, Iowa (2 Positions, one in each clinic)

Duties: Registers all patients and provides intake services for new patients. Performs all defined services and other related duties in accordance with the mission of the River Hills Community Health Center.

DUTIES AND RESPONSIBILITIES:

1. Specific Tasks and Activities:

- a. Open and close medical office according to office protocol
- b. Answer and respond to telephone calls with professionalism
- c. Review supplies for reception and provide order to Clinic Manager
- d. Maintain petty cash
- e. Making patient charts
- f. Ensure that HIPAA Notice of Privacy Practices Notice is on display, if applicable
- g. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.

2. Patient Management:

- a. Maintain a professional reception area/office; organize patient education materials, keep the facility neat, etc.
- b. Greet and welcome patients and visitors to the practice
- c. Check in patients according to office protocol, verifying and updating health information
- d. Confirm the next day's appointments by telephone
- e. Schedule patients for efficient use of doctor and staff time
- f. Check patient back up list to try to fill in cancellation and no-show appointment times
- g. Collect payment from patients at time of treatment
- h. Make follow-up appointments as needed
- i. Manage recall and inactive patient system

3. Records Management:

- a. Gather and accurately record medical and insurance information from patients
- b. See that records are stored securely and handled in compliance with legal requirements, including the HIPAA privacy and security regulations, if applicable
- c. Accurately file patient information
- d. Arrange/file patient charts
- e. Filing of incoming medical records in patient charts
- f. Processing and billing of medical records requests

4. Office Participation:

- a. Be an active participant in staff meetings
- b. Help fold statements each month as time permits
- c. Perform other tasks as assigned

Qualifications: High school diploma required.

Knowledge, Skills and Abilities

- a. Intermediate language, intermediate math, intermediate reasoning ability.
- b. Personal computer.
- c. Ability to interact with diverse groups of people.
- d. Ability to prioritize and process information quickly and accurately.
- e. Strong interpersonal skills.
- f. Ability to interact with patients and guests in a professional, calm, and welcoming manner.

Hours:

Family Practice: Monday through Friday with hours to vary between 6:45 a.m. to 8:00 p.m.

Pediatric: Monday, 10:00 a.m. to 7:00 p.m.; Tuesday – Thursday, 9:00 a.m. to 6:00 p.m. and Friday 9:00 a.m. to 5:00 p.m.

Schedules are subject to change based on clinic needs.

Supervisor: Family Practice Clinic Manager & Pediatric Clinic Manger

Deadline: Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to HR Recruiting at recruiting@riverhillshealth.org

Or, mail to:

River Hills CHC
PO Box 458
Ottumwa, Iowa 52501

River Hills CHC offers a competitive wage and full benefit package.