



**Today's Date:** June 5, 2018

**Job Listing:** Receptionist: Behavioral Health Clinic, Ottumwa, Iowa (2 Positions)

**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 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:**

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

Schedules are subject to change based on clinic needs.

**Supervisor:** Behavioral Health 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](mailto: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.