

MATHIESEN MEDICAL HEALTH CLINIC

Job Description

Position Title:	Receptionist		Department:	Any MMHC location
FLSA Status:	Non-exempt, full & part time		Supervisor:	Clinic Administrator
Salary Range:			Effective Date:	Original 1/23/2008
Approved By:	CEO			Revised 3/10/2021

Position Summary

The Receptionist works within a patient-centered team-based environment at Mathiesen Memorial Health Center. This position performs various administrative tasks depending on the day-to-day demands of the office. Reports to Back Office Supervisor and Clinic Administrator.

Essential Duties

- Greets and directs all patients.
- Ensures phones are answered timely and efficiently.
- Schedules any necessary appointments.
- Maintains all provider schedules.
- Obtains all patient demographic information and processes insurance verification at each visit.
- Scans pertinent information into the EMR.
- Collects co-payments at time of visit.
- Maintains cleanliness of the patient lobby.
- Other duties as assigned.

Additional Responsibilities

- Follows and adheres to Employee Handbook, as well as MMHC policies and procedures.
- Adheres to MMHC confidentiality policy and HIPAA laws
- Maintains infection control standards/universal precautions.

Education and Skills

- Minimum of a High School Diploma or equivalent
- Current CPR certificate
- At least one-year relevant experience
- EMR experience preferred

Qualifications

- Knowledge of various clerical tasks.
- Strong verbal and written communication skills.
- Strong multi-tasking skills.
- Ability to work collaboratively with leadership, providers and staff.
- Demonstrate professionalism, attire and appearance.

Job Description

Physical requirements

- The physical demands described here are representative of those met by an employee to successfully perform the essential functions of the job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of the job, the employee is regularly required to use hands to finger, handle and feel; reach with hands and arms; stoop, kneel, crouch or crawl; and talk and hear within normal range.
- The employee is frequently required to stand, walk, sit, climb or balance and use taste and smell senses. The employee must regularly be able to lift and/or move up to 25 pounds.

Working conditions

- The noise level in the work environment is moderate to high.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of the job.
- Reasonable accommodations will be given to qualified disabled applicants pursuant to Section 501 of the Rehabilitation Act of 1973, 29 U.S. Code 791, Title 29, and the Americans with Disabilities Act (ADA).

Acknowledgement

I certify that I fully understand and am fully capable of meeting the responsibilities documented herein and will comply with all company policies, procedures, and standards.

Accepted by (signature):

Print Name: _____

Manager or HR Signature: _____ Date: _____

This job description is not intended to be all-inclusive. Mathiesen Memorial Health Clinic retains the right to change or modify job duties at any time.

Preference in hiring is given to qualified American Indians in accordance with the Indian Preference Act (Title 25, U.S. Code, Sections 472 and 473). Applicants claiming Indian Preference must submit Indian verification, certified by Tribe of affiliation or other acceptable documentation of Indian heritage.