

## **MEDICAL RECEPTIONIST JOB SUMMARY – TRENTON COMMUNITY CLINIC**

### **Purpose**

The Medical Receptionist will be responsible for efficiently scheduling patient appointments, greeting and directing clinic visitors, patients and staff, and other related administrative functions for the Trenton Community Clinic. This position assumes responsibilities in the operations of the reception area, providing quality customer and patient services in accordance with current clinical standards, policies and procedures while providing a commitment to quality healthcare and excellent customer service.

### **Responsibilities**

- Promotes an organizational culture that embraces the values of respect, caring, support, effective communication, teamwork, collaboration, accountability, and responsibility; and works with all staff to create and maintain a workplace environment reflective of such values
- Performs day to day administrative functions and general office duties including but not limited to word processing, data entry, copying, filing, faxing, answering phones, and delivering mail, etc.
- Welcomes and greets medical reception visitors in a manner that is helpful and friendly; determines purpose of visit and directs visitors with appropriate information, or to appropriate person and/or departments
- Provides information to callers according to policies and procedures, transfers calls as needed, and ensures adequate phone coverage is maintained at all times
- Create new charts following the Clinic's uniform standards
- Ensure that all check-in and check-out protocols are followed at all times
- Provides information to callers according to policies and procedures, transfers calls as needed, and ensures adequate phone and reception coverage is maintained at all times
- Schedules appointments by carefully screening patients and solicits information to ensure patient information is current; informs clients of required information or documentation that must be presented at time of appointment and any other pertinent information related to a patient visit such as demographics and verifying insurance information
- Responsible for appointment reminders via calls or mailed letters
- Facilitates patient flow by notifying the nurses of the patient's arrival
- Demonstrates the utmost diplomacy and tact while providing excellent customer service in all medical reception functions
- Demonstrates problem-solving and conflict resolution skills when handling patient complaints; refers patient complaints to appropriate designated personnel as needed
- Assists with maintaining inventory of office supplies and forms
- Practices safe work habits in compliance with safety rules and regulations
- Utilizes clinic resources appropriately and adheres to all guidelines, policies, and procedures
- Adheres too, and upholds HIPAA regulations, requirements, and trainings
- Maintaining medical reception area and lobby, in a manner that is organized and neat
- Participates in scheduled department meetings and clinical meetings as required and requested
- Additional responsibilities may be assigned as appropriate, this summary is not considered to encompass all responsibilities

### **Physical Demands**

- Regularly required to stand, talk and hear

- Frequently required to walk; use hands to finger, handle, or feel; and reach forward with hands and arms.
- Fine motor skills
- Visual acuity

### **Qualifications**

- High School Diploma or GED
- Previous medical reception experience preferred
- Valid driver's license with acceptable motor vehicle record
- Ability to demonstrate excellent observation, problem solving, verbal and written communication skills
- Ability to utilize computer systems, software's, phone systems and other standard office equipment
- Must be detailed oriented and demonstrate strong organizational and interpersonal skills
- Demonstrate awareness, sensitivity, and appreciation of Native American culture, traditions, customs and needs
- Ability to successfully pass all pre-employment requirements including a drug/alcohol test and background investigation

### **Application Details**

If you are interested in being considered for employment with the Trenton Indian Service Area, please print and complete our employment application.

Applications should be emailed to Lacey Hippe, HR Director at [lacey.hippe@mytisa.org](mailto:lacey.hippe@mytisa.org).