

Posting:

The **Medical Receptionist** is responsible for the coordination of the front desk reception area. Performs basic clerical services and provides administrative support.

Duties:

- Answer multi-line telephone system, copier/scanner usage, general reception desk duties.
- Greet patients.
- Data Entry.
- Money handling.
- Appointment scheduling.
- Insurance verification.

Qualification:

- Must be 18+ years of age
- High school diploma or equivalent
- Minimum 1 year customer service
- CPR card
- Bi-Lingual (Spanish) preferred

Sign job description on file:

Under the supervision of the Medical Program Administrator and Director of Operations, the **Medical Receptionist** is responsible for the coordinating the front desk reception area, provides information services to Urban Indians; coordinates patient services; scans medical charts; performs basic clerical services. Provides administrative support and assists with various agency tasks.

Duties and Responsibilities:

- Front desk reception duties such as answering a multi-line telephone in a timely and courteous manner, returning follow-up phone calls within 48 hours, directing callers to appropriate staff members, greeting visitors/patients in a courteous professional manner, providing basic information regarding agency activities, answering general questions both to walk-in clients and phone calls.
- Conduct appointment check-in and collect registration forms.
- Responsible for continuous front desk coverage.
- Enter client data and demographic information electronically, using the electronic health record (EHR) system.
- Collect co-pays & cash payments from patients.
- Schedule, re-schedule or cancel appointments documenting them properly in patients' chart.
- Scanning & uploading of documents.
- Verification of Insurance Benefits.
- Create new patient/client charts for clinic/substance abuse/mental health programs.
- Prepare financial batch reports.
- Keep front office orderly, clean and sanitized.
- Assist with coordination and planning of organizational events.
- Other related duties as assigned.

Minimum Qualifications:

- Must be 18+ years of Age.
- High School Diploma or Equivalent.
- Minimum of 1 year of customer service.
- CPR certified.
- Bi-Lingual (Spanish) preferred.

Nevada Urban Indians, Inc. is an equal opportunity employer and encourages all qualified applicants to contact the agency about employment opportunities. Indian hiring preferences may apply to some positions dependent upon funding agency (i.e. Bureau of Indian Affairs, Title V, and Indian Health Services funded positions).

Employee Signature

Date

Supervisor

Date