



NEVADA URBAN INDIANS, INC. JOB DESCRIPTION MEDICAL RECEPTIONIST-RENO

DESCRIPTION:

Under the direct supervision of the Office Manager (OM) and/or Executive Director (ED), this position is responsible for the coordination of the front desk reception area, providing information services to urban Indians; coordinating patient services; medical chart scanning; performing basic clerical services; performs administrative support services.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent; bilingual in Spanish preferred; one-year experience working in a medical front office is highly preferred. Must have a current CPR card or be able to obtain one.

JOB DUTIES & RESPONSIBILITIES: duties and responsibilities may include, but are not limited to the following:

- Perform front desk reception duties, answering a multi-line telephone in a timely and courteous manner; return follow-up phone calls within 48 hours; directing callers to appropriate staff member; greet visitors in a courteous and professional manner; provide basic information regarding agency activities; answer general questions; send out brochures and informational materials.
- Greet patients and conduct appointment check-in to determine accuracy of patient chart information.
- Gather all appropriate registration forms for medical/substance abuse/mental health/diabetes program, 48 hours in advance.
- Enter client data electronically to record and/or update patient information using the electronic health record (EHR).
- Enter patient demographic information into EHR.
- Collect co-pays & cash pay from patients.
- Prepare financial batch reports at end of day.
- Schedule, re-schedule, or cancel appointments.
- Log all patient appointment cancellations.
- Document scanning & uploading.
- Verifying insurance benefits.
- Creating new patient/client charts for clinic/substance abuse/mental health/diabetes programs.
- Follow established clinic standard operating procedure. Clarify & communicate regularly with direct supervisors.
- Keeping the front office orderly, clean, and sanitized.
- Responsible for continuous front desk coverage, must acquire other staff to cover the front desk for any duration of time.
- Assist with coordination and planning of organizational events. Must have current auto insurance and valid driver's license or able to obtain one.
- Other duties as assigned.

BENEFITS: Established in 1975, we are a small nonprofit medical clinic and social services organization serving American Indians, Alaska Natives, and other underserved community members. We offer competitive wages and holidays starting on hire; employer-paid medical, dental, vision, and life insurance after 60 days at no cost for employees; a 403(b)-retirement plan; and paid time off beginning with 40 hours upon hire, increasing up to 160 hours.

SPECIAL NOTE:

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