

# **TOIYABE INDIAN HEALTH PROJECT, INC.**

## **POSITION DESCRIPTION**

**POSITION:** Medical Receptionist

**SALARY RANGE:** TSS 5

**WORK STATION:** Bishop Clinic  
Manager

**SUPERVISOR:** Medical Office

**NON-EMEMPT**

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## **QUALIFICATIONS:**

1. High School diploma or equivalent.
2. One year general office experience with computer data entry in Office Applications required.
3. Knowledge of medical terminology with insurance billing experience is a plus.
4. Must be willing to learn the proper method of patient record management from providers.
5. Must have a valid drivers license and insurable with company insurance.
6. CPR certified or certified within three months of hire.
7. Must be sensitive and possess an awareness and keen appreciation of Indian traditions, customs, and socio-economic needs of the Indian community.
8. American Indian preference in accordance with Indian Preference Act (Title 25 US Code § 472 & 473).

## **DUTIES & RESPONSIBILITIES:**

1. Notify the answering service at the beginning and closing of each work day.
2. Assist medical patients making appointments, filling out appropriate forms, ensuring information received is accurate and complete.
3. Route no-show patient's charts to medical providers for follow-up plans or referral as needed.
4. Answers phone, receives and routes messages to appropriate Medical staff, pulling phone-in patients' charts for review by medical providers.
5. Keep accurate and comprehensive records of all medical patients seen daily including home visits.
6. Train front office staff for receptionist coverage, as well as cross-train for front office positions providing coverage as necessary.
7. Assist Data Entry Clerk with Patient Care Component (PCC) data entry, providing coverage as necessary.
8. Assist with Pharmacy filing of charts when necessary.
9. Responsible for obtaining updated patient information and signed acknowledgement forms including but not limited to HIPAA/Patients Rights form, Consent to Treat forms, demographic patient information, etc.

10. Assist with enrollment for Family PACT program including updating and verification of insurance information.
11. Identified as Clinical Applications Coordinator (CAC) and responsible for access rights, ongoing maintenance, system updates, template development, and troubleshooting support for the Electronic Health Records (EHR) system.
12. Responsible to attend EHR meetings and trainings as required.
13. Performs the above stated duties while maintaining a professional appearance and attitude.
14. Perform all job related duties as assigned.

**Description Reviewed: Employee** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor** \_\_\_\_\_ **Date:** \_\_\_\_\_