

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Medical Office Receptionist

BASIC FUNCTION: Under the direction of the Director of Health Services, serves as the primary contact point between patients and medical personnel and manages the crucial and confidential data regarding the health of all patients who come to or check out of Health Services and identifies with accuracy incoming patients with acute needs and immediately notifies medical staff.

PROVIDES WORK OR LEAD DIRECTION TO: Student employee (s).

REPRESENTATIVE DUTIES:

1. Greet patients and visitors in a prompt, courteous, and helpful manner.
2. Identify incoming patients with emergency medical/acute needs and immediately notify medical staff.
3. Determine the status of patients and their eligibility for health services.
4. Assist patients in accurately completing appropriate medical forms and documents for the required information.
5. Assist in providing patient referrals, collecting and distributing medical forms.
6. Check in patients according to medical office protocols. Verify and update necessary information in Electronic Medical Record (EMR) system and on patient forms.
7. Direct patients and medical representatives to the appropriate location and services.
8. Serve as point of contact for hospitals, labs, pharmacies and x-ray imaging clinics.
9. Explain clinic or medical policy to patients as required.
10. Review and collect patient information.
11. Prepare appropriate medical forms and reports for use for specific clinicians during health care visits.
12. Interpret provider laboratory orders and accurately transfers orders and selects appropriate patient education materials in accordance with provider orders.
13. Accurately calculate diagnostic laboratory charges based on provider orders.
14. Contact laboratory and/or diagnostic imaging services for patient test results.
15. Review patient medical record for completed tests on day of patient visit and collect for MD/NP.
16. Accurately scan various medical records to patient charts in EMR system.
17. Contact campus police for various emergencies.
18. Schedule, change, and cancel patient appointments. Coordinate patient appointments in an effort to achieve maximum level of service in minimum number of visits (i.e. multiple program services on same day).
19. Monitor provider schedules in EMR system and problem solve, as much in advance as possible, rescheduling needs.
20. Work closely with medical staff to maximize patient flow.
21. Answer telephones, screen and route calls to appropriate destination.
22. Screen visitors to clinic, assuring property security and confidentiality. Assure all visitors are escorted to service areas beyond reception rooms.
23. Prep clinic for nursing staff and office for patients at opening/closing and main receptionist area.
24. Maintain organized, clean, efficient and confidential work area.
25. Close out the day's total receipts; matching the day's transactions with payments made.
26. File charts, demographic forms, HIPAA Acknowledgement forms, etc.
27. Maintain strictest confidentiality; adheres to all HIPAA guidelines/regulations.
28. Participates in District-provided in-service training programs.
29. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.

30. Performs other duties, related to the position, as assigned.

EDUCATION: High school diploma or GED required.

EXPERIENCE: Minimum of one-year work experience in medical office, hospital or clinical setting as well as experience in data entry.

KNOWLEDGE OF: English grammar, spelling and punctuation. Medical terminology.

LICENSES/CERTIFICATIONS: CPR Certification preferred.

ABILITY TO: Respect and maintain privacy and dignity of clients, assure client confidentiality at all times. Communicate effectively. Analyze and interpret medical terminology correctly. Enter data into various computer programs and electronic medical records system with efficiency. Remain calm and helpful in patient emergencies. Multi-task with accuracy. Perform basic math; file alphabetically and numerically. Ability to speak clearly and concisely. Read, understand, and follow oral and written instruction.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, staff, and the community.

PHYSICAL EFFORT: Requires sitting for long periods of time, working at a computer terminal. Some bending and stretching required. Ability to lift papers or boxes up to 40 pounds. Requires corrected vision and hearing to normal range. Manual dexterity and eye-hand coordination required for use of calculators, phones, computer keyboards and other equipment. Requires ability to sustain concentration in a noisy and fast-paced environment.

WORKING CONDITIONS: Work is performed in a medical office environment. Work may be stressful at times due to a busy office. Interaction with others is constant and interruptive.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.

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