



THE PAIUTE INDIAN TRIBE OF UTAH

440 North Paiute Drive • Cedar City, Utah 84721 • (435) 586-1112 • (435) 867-2659 (fax)

POSITION TITLE: Health Center Receptionist

LOCATION: Richfield Community Health Center

DEPARTMENT: Health

SUPERVISOR: Primary Care Provider

STATUS: Full-time, Non-Exempt, Hourly

PAY RATE: \$10.00 hr. (DOE)

DATE APPROVED: July 12, 2017

OPENS: July 12, 2017

CLOSES: until filled (may close early if enough qualified candidates are achieved).

JOB SUMMARY

Works as member of care team charged with all phases of receptionist work including scheduling patients, welcoming patients into the health center, obtaining and maintaining patient records, collecting fees, issuing prior authorization numbers and assisting the care team as needed.

ESSENTIAL JOB FUNCTIONS include, but are not limited to, the following:

1. Answers telephone calls and handles incoming and outgoing faxes.
2. Greets and welcomes patient into the health center.
3. Schedules appointments for patients using scheduling application.
4. Issues prior authorization numbers for tribal members in accordance with the policy.
5. Records, retrieves, distributes, and responds to messages in a timely manner.
6. Makes pre-appointment calls the day before the scheduled appointment.
7. Works with providers and nursing staff to troubleshoot problems in daily schedules.
8. Verifies required documentation is complete and updated before checking patient in for appointment.
9. Reviews patient registration application and screens patient for alternate resources and makes referral to Outreach and Enrollment Coordinators.
10. Provides education and assistance to patients regarding health centers policies and procedures including the Sliding Fee Discount Policy.
11. Verifies patient eligibility of Sliding Fee Discount Policy and notifies patients when they need to reapply.
12. Verifies patients insurance including applicable co-payments and deductibles at every appointment.
13. Collects and enters into RPMS all payments for co-payments, deductible, sliding discounts and prescription fees at the time of service.
14. Scans all patient information submitted into the E.H.R. in a timely manner.
15. Ensures maintenance, organization, data entry, security and confidentiality of patient information.
16. Uses initiative in solving general receptionist and office problems.
17. Performs clerical duties such as photocopying, faxing, filing, collating and typing.
18. Provides assistance and support for patient questions and inquiries and refers patient to appropriate health department staff to assist.
19. Provides assistance with forms, electronic surveys and other areas as identified.

20. Provides assistance to care team as needed.
21. Involves periodic traveling to fulfill job responsibilities.
22. Ensures attendance and hours worked are accurately recorded in computerized timekeeping system.
23. Has regular, predictable attendance and works hours as scheduled.
24. Other duties as assigned.

GENERAL REQUIREMENTS

- Must possess a valid Driver License.
- Must be insurable through tribe's insurance.
- Must pass a pre-employment background investigation.
- Must pass a pre-employment alcohol/drug screening.
- The Tribe reserves the right to require an applicant to submit to and pass a physical examination prior to or contemporaneous with hiring. Refusal to submit to a physical examination may deem an applicant ineligible for the position.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- High School diploma, equivalent GED or higher preferred but not required.
- Basic receptionist skills required.
- Must have front desk customer service experience.
- Must have experience in working with insurance companies to determine co-payments, deductibles and verification of insurance.
- Medical terminology knowledge is preferred

Necessary Knowledge, Skills and Abilities:

- Must be able to maintain records and files with precision and accuracy.
- Must be able to maintain complete confidentiality.
- Must be dependable.
- Thorough knowledge of computer programs: Word, Excel, PowerPoint, Publisher, Outlook, Internet programs and applications is essential in performing this job.
- Ability to establish and maintain effective working relationships with all levels of the organization.
- Ability to manage and perform with a high degree of autonomy, organization, and adaptability.
- Ability to work independently and as part of a medical team.
- Must be able to write clearly and informatively.
- Must be able to communicate effectively with people of different managerial, socioeconomic, cultural, ethnic, and educational backgrounds.
- Must demonstrate friendly, service oriented and responsible attitude.
- Must be detailed oriented and able to multi-task various time-sensitive projects.
- Must be able to manage difficult or emotional situations in a calm manner.
- Must be able to work with integrity and be ethical in performing duties.
- Must maintain a professional appearance and demeanor.
- Must be able to follow policies and procedures and support goals and objectives.
- Must have excellent interpersonal, and verbal and written communication skills.
- Knowledge of the Native American community is helpful.
- Must be able to demonstrate respect for and awareness of Native American customs, traditions and socioeconomic needs.

The Paiute Indian Tribe of Utah is an equal opportunity provider and employer, subject to the federal laws, regulations and policies requiring or allowing Indian Preference Per Section 703(i) of Title VII of the Civil Rights Act of 1964, as amended.

The duties listed above are intended only as illustrations of the various types of work that may be performed. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.