

## La Pine Community Health Center

**Position:** Front Office Representative  
**Supervisor:** Manager  
**Effective Date:** June 10, 2016

### **Position Summary**

Makes appointments for patients using clinic's practice management software, greets and registers patients when they present in an accurate and timely manner, ensures that demographic and insurance information is accurately collected in accordance with established clinic procedures, creates patient charts/accounts, collect patient payments.

### **Duties and Responsibilities**

- Communicates with patients in a warm, courteous, and professional manner
- Schedules patients in accordance with established provider schedules and clinic protocols
- Records no-shows and cancellations in system and in patient records, and routes patient messages to appropriate clinical staff
- Obtains and/or verifies that current demographic information is accurate and updates information in the system as needed
- Obtains and/or verifies insurance status and updates information in the system as needed
- Verifies insurance eligibility in accordance with established clinic procedures
- Creates accounts for new patients
- Routes phone calls to the appropriate party or takes complete, accurate messages
- Maintains strict patient confidentiality
- Advises patients of clinic policies regarding scheduling, payments, no-shows, etc. and answers questions as appropriate, advises patients to bring in necessary financial and/or insurance documentation as indicated
- Checks patients in and out, collects patient payments.
- Assists with filing, copying, faxing, and other clerical duties when time is available and at direction of supervisor
- Prints end-of-day reports and balances cash drawer
- Assists in maintaining the waiting room in a clean and orderly manner
- Complies with OSHA regulations as well as all clinic safety standards
- Participates in staff meetings, training sessions, and other meetings as directed
- Performs other duties as assigned

### **Minimum Qualifications**

- High school diploma or equivalency
- Knowledge of standard office policies and procedures
- Experience working on computers; typing/keyboard speed of at least 40 WPM
- Strong math skills
- Knowledge of standard office machines including copier, fax, multi-line telephone, printers, etc.
- Ability to manage multiple tasks

- Excellent customer service skills and ability to effectively and respectfully handle dissatisfied patients
- Ability to work independently and to use good judgment
- Ability to work effectively and harmoniously with co-workers and function as a team member

**Preferred Qualifications**

- Experience in a medical office setting
- Knowledge of Microsoft Office software products

**Physical Demands Required to Fulfill Essential Functions of this Position**

Employee must be able to sit for long periods of time. Employee must be able to focus on tasks while in an active office environment where conversation and noise are prevalent. Employee must be able to operate a keyboard, write, speak, and hear. Employee must be able to read small print both on paper and on a computer screen for long periods of time. Employee must be able to bend and reach to the top of a five-drawer filing cabinet. Employee must be able to lift boxes of no more than 30 lbs.

**Working Conditions**

There may be exposure to airborne and blood-borne pathogens, and hazardous materials. This position is not eligible to be a telecommute position.

**Additional Requirements**

- Submit to and pass a drug test
- Successfully complete a criminal background check

**Equal Employment Opportunity Statement**

La Pine Community Health Center (LCHC) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. LCHC complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leave of absence, compensation, and training.

**Receipt for Position Description**

I, \_\_\_\_\_ acknowledge I have read this job description and fully understand the requirements and expectations set forth therein. Furthermore, I have received a copy of the most recent version of my Position Description; I am able to complete all job responsibilities with or without reasonable accommodation.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date