



Camai Community Health Center Front Desk Clerk Job Description

Position: Front Desk Clerk
Supervisor: Executive Director
Type of Position: Non-Exempt Position

General Description:

The Front Desk Clerk is the first contact between the patient and the health center. In addition to being the face of the health center, the Front Desk Clerk performs a variety of tasks integral to the daily operations of the health center. Essential duties include: providing excellent customer/patient service via phone and in person, making appointments for patients according to established health center protocols, assisting with patient/client with forms/documents, entering data accurately into the Electronic Health Record (E-HR), scanning data into patient records and faxing information are among the duties of the position.

The position is considered a crucial link between the patient and the care delivered by health center and service staff of the center. The incumbent must work collaboratively with all clinical staff in support of direct patient services, exhibiting flexibility and a “can do” attitude. Patient services are the key priority in this position requiring the Front Desk Clerk to serve as a point of contact with other internal departments, all with the goal of fostering an environment which promotes patient comfort and trust.

The Electronic Health Record (E-HR) is Camai CHC’s patient and billing database. As part of the Camai CHC patient care team, the Front Desk Clerk is tasked with entering as much information as possible into the E-HR. Accuracy in the E-HR system is vital. It is expected that information will not only be entered, but also reviewed for accuracy. Communication with lab assistants, providers and billing staff is equally vital to patient care E-HR workflow.

The position must exemplify the core values and mission of the organization, always exercising utmost discretion, diplomacy and tact in patient/staff interactions

Some weekend and holiday work may be required during the commercial fishing season.

Duties:

- Performs day-to-day administrative functions and general office duties including but not limited to word processing, copying, filing, faxing, answering multiple phone lines and data entry.
- Welcomes and greets patients/clients/visitors to the health center in a manner that is helpful and friendly; determines purpose of visit and direct patients/clients/visitors to appropriate person or department(s).
- Schedule appointments for multiple providers. When scheduling appointments, carefully screens patients for new address, new patient visit or update registration and informs patient of adequate information that must be presented at time of visit.
- Calls patients daily to confirm next day’s appointment.

- Must exercise utmost diplomacy and tact to provide excellent customer service for patients; practices confidentiality and privacy protocols in accordance to health center policies and HIPAA requirements.
- Field patient questions, routing them to the right sources for answers.
- Exercises problem-solving and conflict resolution skills when handling patient complaints; refers patient complaints to appropriate designated personnel as needed.
- Maintains patient waiting area and front-desk area in a manner that is welcoming and organized.
- Check patients in and out, ensuring all patient paperwork is fully complete and legible.
- Enter patient information into the Electronic Health Record (E-HR), reviewing entered information for accuracy.
- Scan documents into the E-HR.
- Verifies method of payment and/or insurance coverage for service (Medicaid, Medicare, private insurance, private payee, etc.) and collects data and/or payment as appropriate.
- Fax information to physicians, hospitals, pharmacies, courts, etc. as needed.
- Communicate with and work collaboratively with medical and billing staff.
- Attends scheduled department, staff and clinical meetings.
- Performs other duties as may be required.

Qualifications:

Must understand the importance of maintaining confidentiality; able to maintain confidentiality under HIPAA standards. Must have the ability to exercise a high degree of diplomacy and tact; excellent customer services and interpersonal communication skills; cultural sensitivity and demonstrated ability to work with diverse groups of people. Intermediate to advanced computer knowledge and skills, phone skills and customer service skills. Must pay high attention to detail and possess strong organizational skills. Ability to work well under pressure with minimal supervision; must be flexible and willing to handle a variety of tasks. Must be willing to work evenings and/or weekends.

Education and Experience:

Graduation from high school or equivalent is required, additional education is a plus. Prior administrative or clerical experience in health center/clinical setting or community-based setting highly preferred.