



Greater Elgin Family Care Center Job Description

Job Title: Receptionist
Department: Operations
Reports To: Clinic Coordinator
Prepared By: Practice Manager
Prepared Date: March 2005; March 2006; November 2014

SUMMARY

This position is responsible for welcoming patients and visitors to the Center, registration of patients, creating and maintaining patient files, and scheduling appointments.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Welcome patients and visitors to the Center, determine their needs and respond accordingly.

Perform all preparation for next day's clinic.

Provide all necessary paperwork for patient completion.

Review registration package for completeness and provide assistance to patients in completing any necessary forms.

Enter pertinent patient information in the EPM/EHR System completely and accurately.

Answer and distribute phone calls to appropriate staff members. Take complete and accurate messages.

Schedule appointments for patients.

Follows all Primary Care Medical Home (PCMH) policies and procedures.

Report to all scheduled work sites and shifts on time and fully prepared to engage in all job responsibilities; location of work sites and shifts will change at the discretion of the supervisor.

Engage in all offered training, consultations and supervisions made available. Fully and professionally respond to and implement directives and advice offered by all supervisory and training personnel, as well as professionally offered feedback from coworkers.

Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

High School graduate, G.E.D., or comparable diploma is required.

Prior work experience is preferred, but not required.

Familiarity working with computers.

LANGUAGE SKILLS

Ability to read, analyze and interpret technical procedures, or governmental regulations. Ability to write reports and procedure/training manuals. Ability to effectively present information and respond to questions from groups of managers, clients/patients, customers and general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

OTHER QUALIFICATIONS

Customer service orientation.

Bi-Lingual (Spanish) preferred.

Must be able to respond to patients with non-judgmental empathy.

Must be able to maintain confidentiality of services.

Must have strong numbers aptitude.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of the job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and climb or balance. The employee is occasionally required to stoop, kneel, crouch, or crawl, and taste and smell. The employee many occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to

adjust focus.

Also, the employee may be required to utilize non-violent crisis intervention techniques with a patient who appears to be endangering themselves or others around them.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. Additionally, the employee is occasionally required to work in and/or travel to various communities of different social, economic and ethnic backgrounds. The noise level in the work environment is usually moderate.

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