



521 4<sup>th</sup> Street Havre, Montana 59501 • Phone: 406-395-4305 • Fax: 406-395-5643 • www.bullhook.com

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*Bullhook Community Health Center (BCHC) is an equal opportunity employer. BCHC shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

**Job Title: Front Receptionist**

**Department:**

**Front End**

**Supervisor: Front End Supervisor**

**Supervises: N/A**

**Salary Range: \$28,600 - \$40,777 (\$13.75-19.60/hour) DOE**

**Job Overview:** Responsible for helping answering phone calls, making appointments and rescheduling no shows for Medical, Dental and Behavioral Health departments. Entering patient information into the computer program (currently eCW), updating information for established patients and checking insurance eligibility for same day appointments. Also, responsible for educating patients about the sliding fee scale, outreach and enrollment services, the patient portal and patient related policies.

**Essential Functions (Major Duties or Responsibilities):** Answer all incoming phone calls, create telephone counters in eCW as needed. Transfer urgent clinical calls upstairs, making sure someone is available to answer the call. Schedule appointments (medical, dental, nurse, lab and behavioral health visits). When scheduling (VA), remind patients to bring needed paperwork to the appointment. Respond to request for medical records. Obtain records and scan into patient documents. Reschedule no shows. Use eCW messenger system for confirmation calls 2 days prior for all patients. Call new patients and those needing income verified one day prior to remind patient to bring income verification and/or insurance card, etc and to arrive 15 minutes early to complete necessary paperwork. Enter all new patient information directly into eCW. Verify income, explain sliding fee discount, actively refer to outreach and enrollment specialist for services, and update/scan forms into eCW. Check patients in, verify all information in the computer is correct, explain fee schedule, balance due on account and create payment plan if necessary, and collect money for office visit. Schedule all follow-up appointments, print summary (includes receipts and appointments scheduled summary). Create PT-ROA for patient payment batch, reconcile cash drawer, fill out daily deposit sheet, take mail to post office, print, fax or mail medical and/or immunization requests. Required to cross train for all front end positions. Maintain cleanliness of lobby area. Various other duties as assigned.

**Team Approach:** Managing patient care is a team effort that involves clinical and nonclinical staff (i.e., physicians, nurse practitioners, physician assistant, nurses, medical assistants, schedulers, billers and front end staff) interacting with patients and working as a team to achieve stated objectives. Emphasis is on ongoing interactions of team members to discuss roles, responsibilities, communication and patient hand-off, working together to provide and enhance the care provided to patients. All staff are members of the team. Involvement of the patient/family/caregiver with care team members is critically important to patient-centeredness.

**Minimum Qualifications (Education and Experience):** High School Diploma or equivalent. Previous experience with electronic health record system and in a primary health care setting preferred.

**Knowledge, Skills and Abilities (KSA's):** Demonstrated ability to work as a team player with strong emphasis on delivering patient satisfaction. High level of skill in interpersonal relations and problem solving.



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Good organization and time management skills. Computer skills, familiarity with Microsoft Office Programs and electronic medical record systems.

**Supervision:** N/A

**Physical and Environmental Demands:** Work is performed in an office and clinic setting; stands, walks with intermittent sitting; reaches for and uses writing instruments and keyboard; reads reports and other written materials; extensive use of telephone and oral communication with the public and coworkers; stoops; bends; kneels; reaches for; picks up; and pushes or pulls; ability to lift up to 30 pounds.

**Special Requirements:** Performs duties in the deliverance of health services. Hazardous risks may include exposure to infected body fluids, sharp instruments and chemicals, requires adherence to universal safety precautions.

<p>The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.</p>
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