

**KENAITZE INDIAN TRIBE
JOB DESCRIPTION**

POSITION TITLE: Receptionist

TYPE OF POSITION: On-Call

REPORTS TO: Clinic Operations Manager

INDIAN PREFERENCE: Native preference under P.L. 93-638

POSTING PERIOD: April 27, 2011 – Open Until Filled

KENAITZE INDIAN TRIBE

Purpose

To assure Kahtnuht'ana Dena'ina thrive forever.

Kahtnuht'ana Dena'ina Values

These are the beliefs and principles that define our people and will assure our future as tribe:

- Family: honoring and sustaining health and happiness of family as a first responsibility
- Stewardship: respectful use of land, resources and all creations
- Spiritual Beliefs: acknowledging the existence of a higher power and respecting spiritual beliefs
- Education: passing down cultural knowledge and traditions and supporting formal education

Vision

By 2025, Dena'ina are prosperous, healthy, and culturally strong

- We will work toward united effort with Native organizations and other governments that impact our people
- We will develop and implement a tribal education system
- We will live our traditional values and practices
- We will empower our sovereignty
- We will achieve self-sufficiency
- We will strive for excellence in all of our programs
- We will elevate the health status of our people

POSITION SUMMARY

The receptionist in this position is the initial patient contact in person and on the phone. This position registers patient, assists patients in obtaining BIA and/or CIB card, maintains all demographic, insurance and patient registration information, prepares medical records for appointments, reschedules patient as necessary, collects patient fees, files loose documents, monitors fax machine, take messages, and performs end-of-day balance of cash box with day end report.

QUALIFICATIONS

(Consideration may be given for equivalent knowledge, skills, abilities, education, and experience)

- A high school diploma or general education degree (GED).
- One year medical office experience greeting and assisting patients, collecting patient demographic and insurance information, and familiar with release of information requirements.
- Knowledge of medical terminology preferred.
- Must be able to read, write, and speak English.
- Excellent oral and written communication skills
- Working knowledge of Microsoft Outlook, Word and Excel.
- Able to operate multi-line phone system, and type 40 wpm.
- Ability to handle large volumes of highly detailed work.
- Able to work tactfully and effectively with patients, public and clinic staff.

ESSENTIAL FUNCTIONS

- Scheduled Patients - Prior to patient record being made available to provider the medical record is pulled and the chart is prepped and ready for with all loose filing placed in the medical record.
- Edit appointments
- Check patient Status in and out appropriately in electronic tracking. These Status changes are important in tracking how much time is spent by patients waiting, and how much is spent during the actual appointment.
- Transaction Entry - record all patient visits and patient fees. All patient encounters shall be entered as a transaction.
- Create Superbill - for all walk-ins and all scheduled patients for each date of service. All patient encounters will generate a superbill.
- Walk-In's – All patients are questioned about why they are coming to the clinic. Detail Includes: Name: Type Patient's may require triage scheduling if the reason is something other than acute condition. (If the patient wants physical exam, Pap exam, or some non-acute condition checked, the patient should be asked to schedule as they will require longer more focused time slot)

- Always have patient update Patient Registration if there are changes, follow-up entering all changes in Medisoft. For confidentiality purposes and also to monitor for demographic changes at every visit have patient fill out pink “Check-In Slip”.
- At check-out provide each patient with a statement.
- At check-out keep track in the Transaction window all patient fees. Place all moneys in the cash box for safe keeping during the day.
- At the end of each day after all patients have left, reconcile the amount of money and checks collected with the day end report.
- Lock cash box in designated secure area.
- Release of information requests require a signed, dated and witnessed form filled out.
- Requests for medical records from attorneys or courts are routed to the office manager for clearance.
- Assist patients with establishing their IHS eligibility. Oral and written communications with patients whose eligibility is pending should be documented/dated for tracking purposes.
- Patient should be queried for alternate payer sources.
- Review patient registration system, entering or editing changes as needed.
- Performs other duties as assigned.

This Job Description reflects Kenaitze Indian Tribe’s best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this Job Description and understand the essential functions and qualifications of the job.

Employee Name (printed): _____ Date: _____

Employee Signature: _____

Supervisor Signature: _____ Date: _____