



HHM Health Position Description

POSITION:	Front Office Assistant/Front Desk
DEPARTMENT:	Greenville/Vickery/Dental
JOB CODE:	
PAY RANGE:	
FLSA STATUS:	Non-Exempt
REPORTS TO:	Office Manager

PURPOSE OF THE POSITION:
The Front Office Assistant is a patient's first contact in person or by phone. Therefore, we expect our front office staff to demonstrate exceptional customer service.
SCOPE AND MAGNITUDE:
Understanding this role is a major contributor to the success of the practice, the front office assistant must be aware of their actions at all times.
POSITION FUNCTIONS:
<ul style="list-style-type: none"> ▪ Answer phone lines efficiently and with courteous manners. ▪ Schedules patients, confirms appointments and utilizes language line when appropriate. Verify patient demographics via identification and date of birth. ▪ Signs patient in, marks patient visit status appropriately on eCW as needed ▪ Communicates with medical staff any patient issues or concerns that may impact treatment and documents appropriately in the health record ▪ Directs patients to proper eligibility processes and coordinates with enrollment department ▪ Verifies patient's sliding fee discount according to clinic protocols and updates information on electronic record ▪ Opens an electronic chart for patient, scans any paper forms into electronic chart, including initial paperwork and medical history ▪ Informs patient of any outstanding balance, collects and posts payments ▪ Acts as senior treatment coordinator to ensure patients understand treatment plans and payment options ▪ Performs all duties with high amount of care to protect patient's PMI and compliance with HIPAA ▪ Verifies that patient has current consent to treatment, patient rights and responsibilities and privacy forms. If not, update and scan into system ▪ Verify insurance eligibility one day prior to appointment and/or on date of service ▪ Assigns patient to correct medical provider ▪ Records any communication and other pertinent information in the patient's chart through telephone encounters ▪ Provides patient with receipt when payment is received ▪ Views clinical information to perform certain responsibilities such as verifying codes for encounters whenever necessary ▪ Responsible for the security of money/cash box within the work area, and reconciling money to accounts to finance department at the end of each day ▪ Keeps working area clean and organized ▪ Attends and participates in staff development training ▪ Keeps supervisor informed of departmental issues ▪ Must maintain regular attendance. ▪ Confer with necessary team members (and the patient) of any additional insurance processing needs, modification and/or progress. Ability to foster the right approach with difficult patients and diffuse a potential volatile situation. ▪ Respect and understand the patient's right to treatment and right to involvement in treatment decisions.

- Practice ethical responsibility based on the cultural, ethnic, and religious beliefs of the patients served and applicable law. Assist patients of any age, race, creed, gender and disability without bias or prejudice. Must have good eye contact, express thanks to patients for payments.
- Respond courteously to questions from patients regarding their insurance.
- Always be calm and friendly. Must be able to multi-task. Demonstrate proficient time management.
- Other duties as assigned.

SUPERVISION OF PERSONNEL:

<u>TITLE OF DIRECT REPORTS</u>	<u>EXEMPT</u>	<u>NONEXEMPT</u>
N/A		

WORKING RELATIONSHIPS:

Will interact both internally and externally with a variety of people, including but not limited to: executives, leadership, HHM office administrators or assistants, dental clinic staff and other coworkers; general public including patients and their relatives or support.

KNOWLEDGE AND SKILL REQUIRED:

EDUCATION: High School Diploma or equivalent required. CPR/First Aid preferred.

EXPERIENCE (and other qualifications): 1-3 years' related experience, specifically working in a clinical setting required. Clinic medical/dental terminology preferred. Treatment plan presentation preferred. Insurance Verification preferred. Strong MS Office skills with high level of comfort with computers in general. Must have experience working with patients from all backgrounds and cultures.

COMMUNICATION SKILLS: Spanish language ability preferred (Greenville Clinics). Must possess the ability to read, analyze and interpret general publications. Ability to effectively present information and respond to questions from groups of managers, coworkers, patients and providers. Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the community.

MATHEMATICAL SKILLS: Must possess ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals

REASONING SKILLS: 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

PREFERRED REQUIREMENTS:

- Excellent professional written and verbal communication and interpersonal skills;
- Ability to produce quality work within tight timeframes;
- Capable of observing, receiving and otherwise obtaining information from all relevant sources then analyzing information/evaluating results to choose the best solution and solve problems

SOFT SKILLS:

- Organized, dependable and a team player;
- Attention to detail and a have high sense of urgency;
- Must display good judgment, maintains confidentiality, sound decision-making, and be able to work independently, as needed;
- Flexible, adaptable and a high level of initiative;
- Able to establish and maintain interpersonal relationships;
- Work in a fast-paced environment and display strong customer service skills

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

- Works indoors with a variety of office equipment in the clinic that includes well-lighted, well-ventilated, and adequate space. Frequent exposure to communicable diseases, bodily fluids, toxic substances, and other conditions common to working in a primary care setting. May be exposed to strains and injuries from patients and equipment
- Required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; extensive reading; inspecting and observing information on a computer screen
- Remains stationary at least 85% of the time; Must be able to move around the office up to 15% of the time to make copies, fax, file, etc.; Occasionally lifts and carries items weighing up to 25 pounds. Occasional stressful situations and irregular hours.
- Must be able to communicate clearly to coworkers and patients both in-person and over the telephone.
- This position requires constant communication and exchange of information with HHM employees, clients, vendors, providers and/or contractors, patients and their families

EFFECTIVE DATE: FRONT OFFICE ASSISTANT

Healing Hands Position Description Acknowledgement

Title: FRONT OFFICE ASSISTANT

- I have reviewed this job description and I understand all my job duties and responsibilities.
- I am able to perform the essential functions as outlined.
- I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.
- If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Human Resources staff.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee's Signature

Date

Employee's Name (please print)