



Tiburcio Vasquez Health Center, Inc.

33255 Ninth Street, Union City, California 94587

Administration: (510) 471-5907 Appointments: (510) 471-5880 Fax: (510) 471-9051

JOB DESCRIPTION

POSITION:	Appointment Clerk/Medical Receptionist
REPORTS TO:	Medical Reception Coordinator
DEPARTMENT:	Finance
TIME/STATUS:	Full-time, Regular, Non-exempt
BENEFITS:	Full
UNION:	Yes

GENERAL DESCRIPTION

Under direction of the Medical Reception Coordinator, the Appointment Clerk/Medical Receptionist performs a variety of tasks to the agency in as much as it is the first contact via telephone by the prospective patient with the clinic. Essential duties include providing excellent customer/patient services via phone and in person; referring callers to the appropriate departments; making appointments for patients according to established Center protocols; assisting patients/clients with forms. The position is considered a crucial link between the patient and the care delivered by clinical and service staff of the center. The incumbent must work collaboratively with all Clinical services 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 Appointment Clerk/Medical Receptionist to serve as a point of contact with other internal and external departments, all with the goal of fostering an environment which promotes patient comfort and trust. The position must exemplify the core values and mission of the organization, always exercising utmost discretion, diplomacy and tact in patient/staff interactions.

SPECIFIC RESPONSIBILITIES

1. Performs day-to-day administrative functions and general office duties including but not limited to word processing, copying, filing, faxing, answering phones and data entry.
2. Provides information to Clinic callers according to the Clinic's Policies and Procedures; transfers calls as needed; works with central reception to ensure adequate phone coverage at all times.
3. Welcomes and greets patients/clients/visitors to the department in a manner that is helpful and friendly; determines purpose of visit and direct patients/clients/visitors to appropriate person or department(s).
4. Schedules patient flow to clinic based on predetermined appointment arrangements to allow the clinic to serve an adequate number of patients as established by grant requirements.
5. When scheduling appointment, 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.
6. Adheres to all Clinic policies on safety and security; maintains restricted areas safe by safeguarding keyless entry codes and computer system passwords in strict confidentiality.
7. Must exercise utmost diplomacy and tact to provide excellent customer service for patients; practices confidentiality and privacy protocols in accordance to Clinic policies and HIPAA requirements.
8. Maintains patient waiting areas, office files, and front-desk areas in a manner that is organized

and neat.

9. Informs patient of any existing balance noted in computer and request patient be prepare for any payment due at time of visit.
10. Calls patients daily to confirm next day's appointment.
11. Verifies method of payment for service (MediCal, Medicare, private insurance, private payee, Healthy Families, etc.) and collects data and/or payment as appropriate.
12. Exercises problem-solving and conflict resolution skills when handling patient complaints; refers patient complaints to appropriate designated personnel as needed.
13. Attends scheduled department staff and clinical meetings.
14. Performs all duties and service in full compliance with *TVHC's Service Excellence Standards*.
15. Performs all duties in support of successful EHR/EPM implementation.
16. Performs other duties as may be required.

QUALIFICATIONS

1. Understands the importance of maintaining confidentiality; able to maintain confidentiality under HIPAA standards.
2. 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 people groups.
3. Intermediate to advanced phone skills; able to effectively relate via the telephone and in-person to serve the needs of Clinic patients/clients/visitors in a manner that is efficient and productive.
4. Must be highly flexible; able to accommodate changing needs of the department.
5. Well developed verbal and written communication skills in English and Spanish; Additional language abilities desirable.
6. Knowledge of basic math and modern office procedures.
7. Ability to work well under pressure with minimal supervision. Proven flexibility and willingness to handle a variety of tasks.
8. Willingness to work evenings and/or weekends.
9. Basic to intermediate computer knowledge and skills.
10. Training and/or experience with computer data entry and ability to type a minimum of 45 WPM. Ability to operate a 10 key calculator by touch.
11. Valid California Driver's License, insurance, and ability to accept travel assignments as required to perform duties.

EDUCATION AND EXPERIENCE

1. Graduation from high school or equivalent plus six months of medical receptionist experience in comparable health care setting.
2. Prior administrative or clerical experience in clinical or community-based setting highly preferred.