



Today's Date: September 29, 2023

Job Listing: Receptionist-Interpreter. Behavioral Health Clinic-Ottumwa, Iowa

BILINGUAL ENGLISH-SPANISH REQUIRED

Duties: Registers all patients and provides intake services for new patients. Performs all defined services and other related duties in accordance with the mission of the River Hills Community Health Center. Interpret English-Spanish as needed.

1. Specific Tasks and Activities:

- a. Open and close office according to office protocol
- b. Check the daily schedule for accuracy and post it in all treatment rooms
- c. Answer and respond to telephone calls with professionalism
- d. Review supplies for reception and provide order to business manager
- e. Maintain petty cash
- f. Ensure that HIPAA Notice of Privacy Practices Notice is on display, if applicable
- g. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.

2. Patient Management

- a. Maintain a professional reception area/office; organize patient education materials, keep the facility neat, etc.
- b. Greet and welcome patients and visitors to the practice
- c. Check in patients according to office protocol, verifying and updating health information
- d. Manage recall and inactive patient system
- e. Confirm the next day's appointments by telephone
- f. Schedule patients for efficient use of doctor and staff time
- g. Check patient back up list to try to fill in cancellation and no-show appointment times
- h. Collect payment from patients at time of treatment
- i. Make follow-up appointments as needed
- j. Assist in the treatment room as needed

3. Records Management

- a. Gather and accurately record medical and insurance information from patients
- b. See that records are stored securely and handled in compliance with legal requirements, including the HIPAA privacy and security regulations, if applicable
- c. Accurately file patient information
- d. Arrange patient charts and radiographs for the next day's appointments
- e. Track cases and referrals to and from other doctors

4. Office Participation

- a. Be an active participant in staff meetings
- b. Perform other tasks as assigned by the dentist

5. English-Spanish Interpreting Duties:

- a. Assists with scheduling appointments for Spanish-only speaking patients.
- b. Provides Spanish translation services for all clinic processes.
- c. Provides intake services for new patients and all Spanish-only speaking patients.
- d. Assists Spanish only speaking patients with questions they may have about scheduling, or patient fees. Assists other employees with this process as appropriate.
- e. Assists providers with the examination and helps with the discharge of the Spanish-only speaking patients.
- f. Makes follow-up phone calls to Spanish-only speaking patients in regards to their lab results, diagnostic test results and medication refills.
- g. Performs various other clerical duties as assigned or required.
- h. Supportive of the service-oriented atmosphere as stated in RHCHC Mission and Philosophy Statements.
- i. Follows RHCHC policies and procedures.
- j. Maintains a safe working environment and practices safe working habits.
- k. Other duties as assigned by supervisor.

Qualifications: High school diploma required.

Knowledge, Skills and Abilities

- a. Intermediate language, intermediate math, intermediate reasoning ability.
- b. Personal computer.
- c. Ability to interact with diverse groups of people.
- d. Ability to prioritize and process information quickly and accurately.
- e. Strong interpersonal skills.

- f. Ability to interact with patients and guests in a professional, calm, and welcoming manner.
- g. Fluent in Spanish.
- h. Ability to understand and interpret medical terminology in English and Spanish.

Hours: Monday-Tuesday, 8:00 a.m. to 7:00 p.m.; Wednesday-Thursday 7:00 a.m. to 5:00 p.m. Friday-Sunday off. Schedule subject to change based on provider and clinic needs.

Supervisor: Clinic Manager

Deadline: Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to Steve Haigh, HR Director at recruiting@riverhillshealth.org

Or, mail to:

River Hills CHC
PO Box 458
Ottumwa, Iowa 52501

River Hills CHC offers a competitive wage and full benefit package.