



**Today's Date:** April 8, 2024

**Job Listing:** Receptionist: Ottumwa, Iowa (Medical Clinics)

**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. Assist with clinic assistant duties as required.

### **DUTIES AND RESPONSIBILITIES**

1. Open and close medical office according to office protocol.
2. Answer and respond to telephone calls with professionalism and in a timely manner.
3. Maintain petty cash.
4. Check daily schedule for accuracy.
5. Review supplies for reception and provide order to business manager.
6. Maintain a professional reception area/office; organize patient education materials, keep the facility neat, etc.
7. Greet and welcome patients and visitors to the practice.
8. Check in patients according to office protocol, verifying and updating health information.
9. Confirm the next day's appointments as needed.
10. Schedule patients according to schedule protocol.
11. Collect payment from patients at time of treatment.
12. Make follow-up appointments as needed.
13. Gather and accurately record medical and insurance information from patients.
14. See that records are stored securely and handled in compliance with legal requirements, including the HIPAA privacy and security regulations, if applicable.
15. Accurately file patient information.
16. Scanning of incoming medical records in patient charts.
17. Processing and billing of medical records requests.
18. Be an active participant in staff meetings.
19. Help fold statements each month as time permits.
20. Perform other tasks as assigned.
21. Ensure that HIPAA Notice of Privacy Practices Notice is on display, if applicable.
22. 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.
23. Other duties as assigned.

## **ESSENTIAL FUNCTIONS / KEY COMPETENCIES**

- Demonstrate a high level of skill at building relationships and customer service.
- Demonstrate appropriate interpersonal skills in managing difficult clients and patients.
- Demonstrate a high degree of knowledge and competency in the practice of medicine and associated charting requirements.
- Requisite skills and ability to perform certain medical tasks as assigned.
- Demonstrate a high level of problem-solving skill to better serve patients and staff.
- Strong attention to detail and accuracy.
- Ability to utilize computers for data entry and information retrieval.
- Excellent verbal and written communication skills.
- Ability to implement and evaluate operational and administrative processes.
- Supportive of the service-oriented atmosphere as stated in the River Hills CHC Mission and Philosophy Statements.
- Follows River Hills CHC policies and procedures.
- Maintains a safe working environment and practices safe working habits.

### **Qualifications:**

#### **Education:**

1. High school diploma.
2. Minimum 2 years' experience.

#### **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.

**Hours:** Monday 9:30 a.m. – 6:30 p.m.; Tuesday-Thursday 9:00 a.m. – 6:00 p.m. and Friday 8:00 a.m. – 5:00 p.m. Schedule subject to change based on provider and clinic needs.

**Supervisor:** Reception 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](mailto: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.