



Medical Receptionist- Pennsylvania Ave– Ottumwa, Iowa

Today's Date	3/11/2026
Location	Pennsylvania Ave– Ottumwa, Iowa
Hours	M-F
Job Type	Full-time

Summary

The Medical Receptionist is responsible for registering patients and providing front office and intake services in support of efficient clinic operations. This role serves as the first point of contact for patients and visitors, answering phones, scheduling appointments, updating patient demographics, and collecting payments. The Medical Receptionist ensures accurate patient information, supports clinic flow, and delivers excellent customer service in alignment with the mission of River Hills Community Health Center.

Duties and Responsibilities

1. Open and close the medical office according to established protocols.
2. Medical Receptionist
3. Answer and respond to telephone calls professionally and courteously.
4. Medical Receptionist
5. Greet and welcome patients and visitors; maintain a professional and organized reception area.
6. Medical Receptionist
7. Schedule, register, and check in patients using EPIC, verifying and updating patient demographic, insurance, and health information at each visit.
8. 3780_001
9. Collect co-payments and other patient payments at the time of service.
10. Determine Sliding Fee Scale eligibility when appropriate and provide required patient reminders.
11. 3780_001
12. Confirm next-day appointments and manage recall and inactive patient systems.
13. Medical Receptionist
14. Manage appointment back-up lists to fill cancellations and no-show time slots.
15. Medical Receptionist
16. Create, organize, and maintain patient charts and medical records in compliance with HIPAA regulations.
17. Medical Receptionist
18. Process medical records requests and accurately file incoming documentation.
19. Medical Receptionist

20. Maintain petty cash and monitor reception supplies, submitting orders as needed.
21. Medical Receptionist
22. Participate in staff meetings and assist with monthly office tasks as assigned.
23. Medical Receptionist
24. Perform other duties as assigned to support clinic operations.

Qualifications

Education: High school diploma or equivalent required.

Experience: Minimum of two years of medical office or reception experience preferred.

Knowledge, Skills & Abilities

- Intermediate language, math, and reasoning skills.
- Computer proficiency, including Electronic Health Records (EPIC).
- Strong interpersonal and customer service skills with the ability to interact with diverse populations.
- Ability to prioritize tasks, manage frequent interruptions, and work efficiently in a busy clinic environment.

Working Conditions & Physical Requirements

- Moderate to busy office environment with frequent interruptions.

Medical Receptionist

- Moderate sitting, standing, walking, bending, and repetitive hand/wrist motion.
- Ability to lift up to 50 pounds and perform clerical and reception-related tasks.

Deadline

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

Benefits

- 403b with matching
- Dental, health, vision insurance
- Health savings and flexible spending accounts
- Life insurance
- Paid time off
- Employee assistance program

How to Apply

Email Resume to recruiting@riverhillshealth.org

Or mail to:

River Hills CHC

Attn: Human Resources

PO Box 458

Ottumwa, IA 52501