



THE COQUILLE INDIAN TRIBE Ko-Kwel Wellness Center

Job Title: Medical Receptionist
Department: Community Health Center
Reports to: Clinic Nurse Manager
Location: Coos Bay/North Bend, Oregon
FLSA Status: Non-Exempt, Full-Time
Salary Grade: \$16.64 to \$24.96

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen, Criminal, and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Clinic Nurse Manager, performs receptionist, clerical duties while functioning as the focal communication source for the Community Health Center and assist patient care as directed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Receives, greets and directs visitors by welcoming and directing visitors and patients with a calm and cheerful attitude; willing to assist in their needs or find the appropriate individual to assist them.
2. Answer multi-line phones in a timely manner with a calm and professional tone; using soft skills such as asking before placing on hold or doing a warm transfer. Use of good judgement to prioritize calls.
3. Professional attire and conduct.
4. Operate the electronic health management and record system to make appointments, perform other tasks as assigned by medical providers, and verify that the patient schedule is consistent with the operating procedure.
5. Support that patient flow from intake to check out is timely, professional, courteous and completed according to clinic operating procedure.
6. Schedules patients using the Schedule Management System according to clinic protocols. Obtain approval from Clinic Nurse Manager or Medical Director, if Clinic Nurse Manager is not available for adjustments outside of the standard schedule protocol.
7. Screen all clients regarding changes in address, phone number and insurance information at each visit.
8. Directs new patient requests as appropriate and according to operating procedures.
9. Documents phone refill requests for medication.
10. Completes appointment reminder telephone calls, as appropriate to all patients unable to receive automatic reminders, the day before the appointment and others as needed.
11. Follows the Open and Close procedure for the Community Health Center as assigned and according to operating procedures.
12. Assist in Recall Process as assigned.

13. Provide coverage for Medical Records Technician, per Direct Care Competency SOP to include:
 - a) scan and file medical records
 - b) coordinate medication refills
 - c) Coordinate all aspects of the outside referral process for insurance plans
 - d) Coordinate and facilitate the processing of authorized medical records information requests
 - e) Process all incoming correspondence, lab reports, x-rays, dictation and outside records.
14. Other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by employee. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, stooping and occasionally requires lifting up to 25 pounds. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to manage sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Possess awareness and sensitivity of various American Indian/Alaskan Native traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
4. Knowledge of regulations on the confidentiality of medical records (HIPAA).
5. Knowledge of medical terminology.
6. Knowledge of the procedures, rules, operations, sequence of steps, documentation requirements, time requirements, functions, and workflow to process medical records, to review records for accuracy and completeness, and to keep track of processing deadlines.
7. Ability to maintain professionalism, confidentiality, and objectivity under constant pressure and crisis situations.
8. Ability to make decisions independently in accordance with established policy and procedures.
9. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as electronic health record and electronic patient management systems, word processing, spreadsheets, and databases to produce correspondence, documents, and reports.

MINIMUM QUALIFICATIONS

- A. High School graduate with medical training required.
- B. Experience with Electronic Health Record and Electronic Patient Management Systems required.
- C. Minimum of one-year experience working in a medical front office.
- D. Must have excellent written and oral communication skills, which includes proper grammar, spelling and punctuation.
- E. Multi-line phone skills are required.
- F. Experience with Microsoft Office Suite (Word, Excel, Outlook, etc.) required.

- G. Knowledge of medical terminology including ICD-10 and CPT codes desirable.
- H. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.
- I. Required to accept the responsibility of a mandatory reporter of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or development disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.
- J. First Aid/CPR certification required or ability to obtain within 90 days of employment.