

JOB TITLE: Call Receptionist	DEPARTMENT: Registration/Pre-Service Department	POSITION OF SUPERVISOR: Patient Registration Lead
FLSA STATUS: Non exempt	ANTICIPATED HOURS PER WEEK:	EFFECTIVE DATE:

**Position Summary:**

Operates clinic telephone switchboards and consoles to connect, hold and transfer telephone calls and provide information to assist callers or refer them to appropriate contacts, either in the organization or elsewhere. The Call Receptionist does daily problem solving for incoming callers by making informed decisions by communicating with the proper department, as well as checking and confirming patients' appointments. The Call Receptionist performs routine, and some non-routine, continuous work involved primarily with the operation of a telephone switchboard and the operation and maintenance of a computerized database of telephone information. Included in the non-routine work, the Call Receptionist retrieves and organizes incoming electronic faxes for appointments, referrals, authorizations and order requests for the following departments: Radiology, Clinic and Providers, Specialty Clinic, Surgery Scheduling, Oncology, Lab and Medical Records. The Call Receptionist reviews the faxes for complete and accurate information that includes: Patient Demographics, Insurance, Prior Authorization, Provider information and Signature, CPT and Diagnosis. Returns the incomplete fax back to the Outside Providers requesting updated information and following up until results are obtained.

**Qualifications: At all times, the employee shall possess the following qualifications set forth below.**

<b>Education/Training:</b>	High school diploma or GED
<b>Experience:</b>	Proficient typing skills and experience with using computers. 1-3 years of Customer Service experience.
<b>Special Skills, Licenses or Certifications:</b>	Basic computer knowledge Lifesaver/CPR
<b>Language Skills:</b>	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly convey thoughts in speech and written word
<b>Physical/Mental/Special Demands:</b>	<ul style="list-style-type: none"> <li>• Lifting a minimum of 25 pounds.</li> <li>• Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone.</li> <li>• Adequate sight is required to perform essential functions of the job.</li> <li>• Work requires the use of computers with exposure to monitors, key boards, and mouse with repetitive motions for extended periods of time.</li> <li>• Ability to initiate CPR 100% of the time.</li> <li>• Must have fine motor skills 100% of the time.</li> <li>• Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time.</li> </ul>

	<ul style="list-style-type: none"> <li>• Good mental health.</li> <li>• Demonstrate tact and versatility.</li> <li>• Must be dependable.</li> <li>• High degree of self-motivation and directional initiative.</li> <li>• Ability to function successfully independently.</li> <li>• Ability to cope and remain calm in escalating situations.</li> <li>• Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators.</li> <li>• In addition, the physical demands anticipates standing, bending, walking and long periods of sitting.</li> </ul>
<b>Work Environment:</b>	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.
<b>Cross-Training of Position:</b>	PSMC cross-trains job positions. This job description must cross-train to be able to effectively perform the job position of: Call Center, Discharge Desk, and Authorizations.

**Standard Job Requirements: At all times, employee shall satisfy the following requirements:**

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Accomplish annual goals.
3. Works forward on department plans (may change from time to time).
4. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
5. Comply with all PSMC and department procedures, rules and directives.
6. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
7. Be courteous, respectful, honest, and solution-oriented in dealing with others.
8. Communicate accurately, clearly, and effectively both orally and in writing.
9. Possess excellent organizational skills and the ability to multi-task.
10. Work independently and perform the job with minimum supervision.
11. Checks email at least once daily when on shift.
12. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
13. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
14. Respect the importance of compliance and quality programs and support the same.
15. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
16. Participate in employee training, Disaster Preparedness and emergency events.
17. Perform other job duties, as assigned by a supervisor.

**Essential Duties, Functions and Responsibilities: At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.**

1. Answer all incoming calls, utilizing a multi-line phone system, in a polite and professional manner.
2. Transfer calls.
3. Notify appropriate staff when calls are processed incorrectly.

4. Log all incoming messages in the Electronic Health Record or communicate via email as appropriate.
5. Retrieve the log of the automated calls.
6. Retrieve the log of our after-hours call service.
7. Place daily reminder calls to patients.
8. Assist patient with records request or release forms.
9. Provide EHR registration support for all staff members.
10. Handle sensitive and/or confidential documents and information.
11. Attend all staff meetings and trainings.
12. Can perform all the standard job requirements.
13. Meets the qualifications as set forth herein.

**Approved by:**

(Supervisor – Signature)	(Title)	(Date)
<b>Human Resources Director</b>		
(Human Resources– Signature)	(Title)	(Date)

**Receipt and Acknowledgment:**

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)