

REGIONAL RECORDS ASSOCIATE/RECEPTIONIST PHCS/COMMUNITY MEDICAL CLINIC

REPORTING/COORDINATING RELATIONSHIP: Regional Practice Manager

SUPERVISORY RESPONSIBILITIES: N/A

PRINCIPLE RESPONSIBILITIES:

Serve as Records Associate/Receptionist and provide support services for Primary Healthcare Programs at all locations. Employee may perform Medical Records or Receptionist duties, as needed. Duties include:

- (1) Perform clerical duties for assigned programs including telephone duties (receiving, screening, and placing calls), processing mail, transcription and general typing, filing, copying, retrieving and preparing records, scheduling appointments, etc.
- (2) Will be responsible to cover rotation days off, assist with vacation days and sick days as need be.
- (3) Act as facility receiving clerk, validating quantities on received goods and processing related paperwork.
- (4) Perform data entry for all program activities.
- (5) Prepare, copy, and send reports to various agencies and facilities as required.
- (6) Assist in organizing meetings and preparing information for programs as requested.
- (7) Communicate with private third-party payors in order to access benefits for first-time contacts and for continued pre-authorization.
- (8) Maintain client EMR/Testing charts according to PHCS policies and procedures.
- (9) Collect and account for client fees and other service fee payments. Maintain cash drawer balances and prepare receipts for deposit.
- (10) Conduct business office interviews.
- (11) Perform Utilization Review and perform the administrative component of the review.
- (12) Perform routine computer maintenance, including software controlled backups.
- (13) Perform routine office equipment maintenance and upkeep.
- (14) Maintain appropriate building/office supplies per PHCS Policies and Procedures.
- (15) Assure daily inter-office mail delivery is maintained in a timely manner.
- (16) Assist in training clerical staff members in above duties as necessary/requested.
- (17) Assist with daily deposits, log sheets, credit card payments, and daily banking and post office needs.
- (18) Other duties as required/assigned.

MINIMUM QUALIFICATIONS:

- (1) Minimum of high school diploma or GED.
- (2) Data processing literacy and proficiency in data entry required.
- (3) Proficiency in computer applications including word processing, database, and spreadsheet software.
- (4) Technical experience/interest sufficient to operate computer-related hardware, i.e., multiple printers, modem communications, etc.
- (5) Proficiency with machine transcription.
- (6) Two years related experience preferred.
- (7) Must provide proof of a recent (less than 1-year-old) TB skin test and pass a Criminal Record Check.