



Elmore Medical Center

Mission Statement: The mission of Elmore Medical Center is to provide quality healthcare services that enhance the quality of life for the communities we serve.

Vision Statement: Through excellence in care and service, Elmore Medical Center, in partnership with local and affiliated physicians and other healthcare providers, is the healthcare resource of choice for the communities we serve.

Staff Level Job Description

Title: Clinic Receptionist

Unit/Area: Trinity Mountain Medical Clinic
and/or Specialty Clinic

Revision Date: June 2009

I. JOB SUMMARY

The receptionist is responsible for meeting or exceeding customer needs in a caring, efficient, high quality customer service manner. Maintain accuracy of patient demographics. Scheduling appointments, coordinating patient flow.

II. Duties and Responsibilities

A. Elmore Medical Center Values

The values of Elmore Medical Center are **Respect, Communication, Teamwork, Quality, Trust and Customer Service**. All staff are responsible for modeling the Elmore Medical Center's values.

1. Respect

Exhibits responsibility and accountability for actions and the actions of others in assigned areas by:

- Being open and accessible to resolve problems
- Effectively collaborate with all departments
- Demonstrating initiative and accepts responsibility
- Demonstrating proactive problem solving
- Promoting and acknowledging team effort
- Demonstrating courteous behaviors including smiling (when appropriate), giving appropriate eye contact, answering questions, providing assistance, listening and verbal acknowledgement
- Recognizing the value and importance of other's opinions, time, contributions and skills
- Honoring diversity, being supportive and accepting of differences

2. Communication

Maintain professional relationships and convey relevant information to others by:

- Being a communicator, negotiator and facilitator
- Representing the actions of others in a positive manner
- Using "I" or "we" statements instead of "you"
- Not allowing or participating in negative statements about others/projects or doesn't undermine positive communication (no pot stirrers)
- Following the chain of command
- Using the effective communication skills of attentive listening, eye contact, feedback and appropriate non-verbal behavior
- Providing accurate and timely information through appropriate channels
- Taking responsibility to stay informed by attending meetings, reading memos and asking questions
- Communicating with coworkers and other departments to maintain smooth workflow and minimize disruptions

3. Team work

Effectively navigates with a pleasant demeanor within the organization through collaboration and teamwork by:

- Demonstrating an interdisciplinary focus as part of the facility wide EMC team
- Becoming a positive leader within the department
- Praising others
- Being accountable while recognizing and respecting others' role
- Being motivating and inspiring
- Working well with others through support, assistance and cooperation
- If there is an issue take action to make corrections and/or let someone know
- Completing assignments on time, accurately and to the best of your ability

4. Quality

Exhibits expertise in performance improvement/operational efficiency incorporating alignment with the mission, vision and values by:

- Being result oriented and quality data driven
- Being professional and open minded
- Listening with accountability to improvement
- Promoting a safe environment
- Striving to exceed operational benchmark standards and standards of excellence
- Participating interdisciplinary improvement team efforts

5. Trust

Integrity as evidenced by:

- Exhibiting credibility and self discipline
- Being fair, equitable and consistent
- Completing projects with timely follow up
- Demonstrates veracity by being open enough to seek the truth
- Honest in interactions
- Assures and maintains confidentiality by holding information in trust

6. Customer Service – Internal and External

Committed to service, patient care centered and value focused by:

- Listening and acknowledging what internal and external customers are saying
---- Building loyalty by demonstrating and expecting compassion for external and internal customers
- Expressing a sense of priority for customer service
- Embracing problems/concerns by communicating how and when action will be taken
- Following up timely and appropriate when working with customers
- Only accepting “excellent” customer service
- Showing pride while sharing goals and accomplishments of the facility with the community and coworkers

B. Job Duties

1. Greet patients in an excellent customer service manner. Verify patient demographics and up-date as indicated, including verification of billing information. Routs patient chart and encounter form to appropriate area.
2. Capture encounter form at end of visit and collect payment as appropriate.
3. Schedule patient appointments in accordance with provider schedules. Contact patients to confirm appointment 24 hours prior to scheduled appointment. Ensure charts are pulled for next day appointments.
4. Maintain patient medical records. Ensure privacy of patient information and medical records. File documents in medical records and file medical records.
5. Answer telephone and route as appropriate.
6. Meet or exceed customer needs in a caring, effective and cost effective manner.
7. Maintain levels of quality that meet or exceed customer expectations through process improvement and a team oriented approach
8. Maintain confidentiality in matters relating to patient/family.

9. Provide information to patients and families to reduce anxiety and convey an attitude of acceptance, sensitivity and caring.
10. Attend staff meeting, in-services, and continuing education.
11. Maintain professional relationships and convey relevant information to other members of the health care team within the facility and any other applicable referral agencies.
12. Other duties as assigned

III. JOB REQUIREMENTS (Education, License and Employment Experience must be verified and documented prior to hire)

- A. High School Diploma; Experience as receptionist in physician office or other health care organizations preferred
- B. Experience with computer software applications
- C. Ability and willingness to demonstrate and maintain competency as required for job title and the unit/area(s) of assignment.
- D. Ability and willingness to demonstrate and maintain competency as required for job title and the unit/area(s) of assignment.
- E. Excellent communication skills to include (check only those that truly apply to performance of the job):
 - oral comprehension (understanding spoken word)
 - oral expression (being able to speak)
 - written comprehension (understanding written word)
 - written expression (being able to write)
- F. Ability to manage a complex work environment related to changing customer needs.
- G. Ability and willingness to exhibit behaviors consistent with high standards for performance improvement and organizational values
- H. Ability and willingness to exhibit behaviors consistent with principles for service excellence.

IV. WORKING ENVIRONMENT

Risk of exposure to (check those that apply and list "other")

<input type="checkbox"/>	Blood & bodily fluids	<input type="checkbox"/>	Latex	<input type="checkbox"/>	Odors, chemicals
<input checked="" type="checkbox"/>	Disease	<input type="checkbox"/>	Hazardous drugs	<input type="checkbox"/>	Other: _____
<input type="checkbox"/>	TB (to require mask)	<input type="checkbox"/>	Mechanical/Electrical	<input type="checkbox"/>	Other: _____
<input type="checkbox"/>	Other:	<input type="checkbox"/>	Other:	<input type="checkbox"/>	Other: _____
<input type="checkbox"/>	Other :	<input type="checkbox"/>	Other:	<input type="checkbox"/>	Other: _____

V. PHYSICAL REQUIREMENTS

Insert appropriate number (0, 1, 2, 3) in box next to ability using the following scale:

0 = never 1 = occasionally 2 = frequently 3 = continuously

- Sitting Standing Walking Running Driving Bending/stooping Climbing
 Kneeling Pushing/Pulling objects on rollers/wheels Pushing/pulling objects without rollers/wheels
 Squatting Crawling Twisting/turning from waist Moving objects vertically (up & down) 35 lbs
 Moving objects horizontally (left/right) 35 lbs Handling (holding, grasping, working with hands)
 Fingering (pinching, picking, working with fingers) Feeling (size, shape, temperature, texture by finger receptors)
 Endurance (requiring cardiovascular fitness) Right/left foot movement (use of pedals)
 Vision –far acuity (corrected vision at 20 ft or more) Vision-near acuity (corrected vision at 20 inches or less)
 Depth perception (judge 3 dimensions, distance & space) Field of vision (see up, down, left, right while eyes are fixed)
 Color vision (identify and distinguish color) Hear in quiet surroundings Hear in noisy surroundings
 Hear over the phone Talk in quiet surroundings Talk in noisy surroundings Talk over the phone
 Sense of smell Sense of taste