

NORTHEAST MONTANA HEALTH SERVICES
HOSPITAL RECEPTIONIST
JOB DESCRIPTION

Name: _____

Accountable to: _____

PURPOSE OF YOUR JOB POSITION

The primary purpose of your job position is to perform the clerical support for the Business office and maintain the telephone switch board in accordance with the established procedures and as directed by your supervisor.

As the Hospital Receptionist, you are the public's initial contact to the facilities. You must display absolute professionalism and courtesy at all times when speaking with the public. You are delegated the responsibilities and accountabilities necessary to carry out your assigned duties.

Every effort had been made to make your job description as complete as possible. However, it in no way states or implies that these are the only job duties that you will be required to perform. The omission of specific statements of duties does not exclude them from your position if the work is related, similar, or a logical assignment to your position.

WORKING CONDITIONS

1. Work in a well-lighted, ventilated office area.
2. Fast paced, moderately noisy environment.
3. Is subject to sitting, standing, and bending intermittently through working hours.
4. Is subjected to frequent interruptions.
5. Is subject to hostile, emotionally upset patients, residents, family members, personnel, visitors, etc.
6. Is willing to work beyond normal working hours, weekends, and holidays when necessary.
7. May be exposed to infectious diseases and hazardous waste.

8. Must travel between all campuses of NEMHS.

ESSENTIAL JOB QUALIFICATIONS

1. Must possess a high school diploma or its equivalency.
2. Preferable to have working knowledge of computers.
3. Must be able to work effectively, professionally and present well to the public.
4. Must display proper telephone etiquette at all times.
5. Must be able to read, write, speak, and comprehend the English language.
6. Must be able to communicate effectively with a variety of individuals representing diverse cultures and background.
7. Must dress appropriately and professionally and in accordance with the personnel handbook.

ESSENTIAL JOB FUNCTION

1. Must display and maintain complete confidentiality at all times.
2. Must be able to function calmly in situations which require a high degree of sensitivity, tact and diplomacy.
3. Must be able to cope with the mental and emotional stress of the position.
4. Must be able to function independently, have flexibility, and personal integrity.
5. Must attend and participate in educational offerings as directed by your supervisor, and those necessary and appropriate for your job position.

MAJOR RESPONSIBILITIES

- 1) **Responsible** for collecting the necessary information and completing the admission registration on patients that come to the window to be checked in.
 - a) Utilizes the computer admission system to fully complete patient registration information needed to insure proper billing of each account.
 - b) Verify insurance carrier of all patients entering the facility utilizing the insurance checking websites available.

- c) Print appropriate forms and stickers.
 - d) Scan all appropriate documents at time of check in into patient's chart.
 - e) Assure the MSP form has been filled out on all Medicare patients.
 - f) Copies extra inpatient and outpatient forms as needed for census reconciliation and communication.
- 2) **Responsible** for answering telephone calls and transferring incoming calls to the appropriate departments, Using the paging system when necessary.
- a) On all incoming telephone calls transfer the call to the appropriate department. If the call is returned as "no answer", use the intercom when appropriate. Take messages whenever possible, recording a good call back phone number and time of the message.
- 3) **Responsible** for distributing all daily mail.
- a) Separate and sort all incoming mail and distributes to the appropriate department mail box by 11:00 a.m. daily.
- 4) **Responsible** for cash and cash payments.
- a) Receive cash and checks from patients for payment to accounts.
 - b) Make change for employees and visitors.
 - c) Balance the petty cash daily.
- 5) **Responsible** for issuing meal tickets.
- a) Making out and distributes meal tickets.
- 6) **Responsible** for copying for various departments.
- a) Complete copying, faxing, etc. for the public and assuring proper payment for services as appropriate.
- 7) **Responsible** for closing the office at night.
- a) Close and lock the office at night.
 - b) Lock the petty cash drawer, and put the cash tray in the vault.
 - c) Assures all the lights, and office equipment is turned off and all windows are closed and locked if appropriate. Log off the computer and turn off the monitor leaving the printer ON.

- 8) **Responsible** for abiding by the policies and procedure of NEMHS.
- a) Follows Employee Handbook.
 - b) Follows Employee Health Policies.
 - c) Follows OSHA, Infection Control, and Safety policies.
 - d) Follows Corporate Compliance policies.
 - e) Follows HIPAA policies.
 - f) Follows Hazcom/Blood Borne Pathogen policies.
 - g) Attends mandatory in-service training appropriate to your job position.

I have read and understand the above job description. I understand that all listed responsibilities are essential job functions for this position, and hereby agree to perform the above duties and responsibilities to the best of my ability.

Supervisor

Date

Employee

Date