

NORTHEAST MONTANA HEALTH SERVICES
WOLF POINT CAMPUS
JOB DESCRIPTION
RECEPTIONIST - ADMISSIONS CLERK

NAME: _____

ACCOUNTABLE TO: **DIRECTOR, BUSINESS OFFICE**

PURPOSE OF YOUR JOB POSITION

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

As the Receptionist, you are the public's initial exposure to the facility. You must display absolute professionalism and courtesy at all times whether dealing with the public on the telephone or in person. You are delegated the responsibility and accountability, necessary to carry out your assigned duties.

Every effort has 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. Works in a well-lighted, ventilated office area.
2. Is subject to sitting, standing, and bending intermittently throughout working hours.
3. Is subject to frequent interruptions.
4. Is subject to hostile, emotionally upset patients, residents, family members, personnel, visitors, etc.
5. Is willing to work beyond normal working hours, weekends, and holidays when necessary.
6. May be exposed to infectious diseases and hazardous waste.
7. Must travel between all campuses of NEMHS.

ESSENTIAL JOB QUALIFICATIONS

1. Must possess a high school diploma or its equivalency.
2. Preferable to have a 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 see and hear, or use prosthetic devices that will enable these senses to function adequately to assure that the requirements of the position can be fully met.

ESSENTIAL JOB FUNCTIONS

1. Must display and maintain complete confidentiality at all times.
2. Must be able to cope with the mental and emotional stress of the position.
3. Must be able to function independently, have flexibility, and personal integrity.
4. 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 all inpatients and outpatients.
 - a. Utilizes the computer admission system to fully complete patient registration information needed to insure proper billing of each account. Scan according to "Red Flag" policy
 - b. Verify insurance carrier of all patient entering the facility, including Medicaid and Medicare.
 - c. Prints appropriate forms and stickers

- d. Scans documents as necessary into computer. Often scanning for Patient Accounts and Medical Records personnel.
 - e. Assures that MSP form have 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. Takes messages whenever possible, recording the time of the message.
3. **Responsible** for distributing all daily mail.
- a. Separates and sorts all incoming mail and distributes to the appropriate departmental mail box by 11:00 a.m. daily.
4. **Responsible** for cash and cash payments.
- a. Receives cash and checks from patients for payments to accounts..
 - b. Makes change for employees and visitors.
 - c. Balances the petty cash daily.
5. **Responsible** for requesting supplies and materials for the Business Office (Poplar Site).
- a. Requests office supplies as needed. Request forms are to be given to the Business Office manager for approval.
6. **Responsible for** issuing meal tickets.
- a. Makes out and distributes meal tickets.
7. **Responsible** for closing the office at night.
- a. Closes and locks the office at night.

- b. Locks the petty cash drawer, and puts 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. Logs off the computer and turns off the monitor leaving the printer **ON**.
8. **Responsible** for copying for various departments.
- a. Completes copying, faxing, etc. for the public and assures proper payment for services as appropriate.
 - b. Keeps copy machines filled with paper and toner, etc.
9. **Responsible** for abiding by the policies and procedures of NEMHS.
- a. Follows Employee Handbook
 - b. Follows Employee Health Policies
 - c. Follows OSHA, Infection Control and Safety polices.
 - d. Follows Corporate Compliance policies
 - e. Follows HIPAA policies
 - f. Follows Hazcom/Blood Borne Pathogen policies
 - g. Attends mandatory in-service training and 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 I agree to abide by those duties and responsibilities.

Employee	Date	Supervisor
Date		