



## **JOB ANNOUNCEMENT**

**September 14, 2017**

# **ANTHONY L. JORDAN HEALTH CENTER JOB DESCRIPTION**

**JOB TITLE:**            **New Patient Registration**

**DEPARTMENT:**        **Reception**

**REPORTS TO:**         **Practice Manager**

**FLSA (TBD by HR):** **Full – Time Non Exempt**

**Location:**             **Woodward**

### **Job Purpose:**

To Register and schedule new patient appointments using electronic medical records systems. Responsible for timely cancellation and rescheduling appointments and insurance verification and other related clerical task or the department.

### **MAJOR RESPONSIBILITIES (Essential functions):**

- Provide Reception Services to established Patients'
- Attend all staff meeting, departmental meeting and other meetings as required.
- Make new and follow up appointments for patients, reschedule and change visit status for appointment.
- Greet and registers patient for visits. Updates patient information, verifies insurances. If no insurance, sends patient to meet the financial counselor.
- Answer phones, take messages and routine telephone calls appropriately.
- Call new patients the day before visits to confirm, change visit status in EMR system, and remind appointment time, to arrive 30 minutes early to register and bring all medications, insurance card and identification card.
- Maintain and protect patient confidentially ( HIPAA Compliance).
- Keep patient waiting area organized and free from debris.
- Ensure name and date of birth (DOB) is the same as insurance card.
- Ensure "New Patient" and "Transitional" boxes are checked when the patient is new for the 1<sup>st</sup> time. Demographical information is completed, ensuring the "Street Name" correct and four addition zip code numbers are added, if supplied.

- Registering a minor ensure parent or guardian information is listed as responsible party and a medical/dental treatment authorization and consent form is completed, for when Parent or Guardian is not present.
- Ensure general information all red fields are answered. Structured field ensure all the questions for pharmacy are listed.
- Within the Personal information field at the bottom, enter dates, Rhio, UDS and Registration were complete. Ensure release of information is changed to Yes.
- Ensure new patient registration paperwork s completed and signature is obtained.
- This position requires compliance with the Center’s Compliance Program, Standards of Conduct, and its written policies, procedures and protocols (collectively, the “Written Standards”). Such compliance will be an essential element considered as part of the annual performance evaluation criteria. Failure to comply with the Written Standards (which includes the failure to report any conduct or event that potentially violates legal or compliance requirements of the Written Standards) will be met by the enforcement of disciplinary action, up to and including possible termination of employment, in accordance with the Center’s Compliance Program Policy and Procedure – *Addressing Instances of Non-Compliance Through Appropriate Disciplinary Actions*.

1. The job-holder is given:

<b>Instructions</b>	<b>Constantly</b>	<b>Frequently</b>	<b>Infrequently</b>	<b>Seldom</b>
a. Supervision				X
b. Instructions				X
c. discretionary authority				X
d. Authority over others				X

2. The working condition of the position is: (for example, outside, a typical office setting, etc).

3. Physical requirements:

<b>ACTIVITY</b>	<b>FREQUENCY</b>			
	<b>Constantly</b>	<b>Frequently</b>	<b>Infrequently</b>	<b>Seldom</b>
Standing				X

Walking				X
Sitting		X		
Lifting				X
Carrying				X
Pushing				X
Pulling				X
Climbing				X
Balancing				X
Stooping				X
Kneeling				X
Crouching				X
Crawling				X
Reaching				X
Handling				X
Feeling				X
Speaking	X			
Hearing	XX			
Seeing	X			
Depth Perception				X
Color Vision				X
Repetitive Motion				X
Other?				

4. The mental demands for this position are: (such as, multi tasking, ability to concentrate, balancing competing priorities, alertness, etc)  
Must have Great customer service skills, multitasking, alertness, and the ability to concentrate and focus
  
5. The machines or equipment the jobholder is responsible for operating are: (examples: phone, fax, copier, computer, etc). Phone, Copier, Printer, Fax as needed, Headset
  
6. The jobholder's work is reviewed by: Practice Manager

**EDUCATION AND EXPERIENCE REQUIRED:**

High School Diploma or equivalent and one year experience, preferably in a health care setting, are the minimum requirement. Two years working in a position requiring customer service interaction and have the ability to multitask. Computer or business school training is highly desirable, as is bilingual.

**SPECIAL SKILLS, KNOWLEDGE REQUIRED:**

Customer service, reception or call center experience. Computer skills r experience working within electronic medical records updating information

**Send Resume To:**

Anthony L. Jordan Health Corporation, Human Resources Department  
214C Lake Avenue, Rochester, New York 14608  
probinson@jordanhealth.org or Fax (585) 423-2853

Jordan Health Center offers equal opportunities to all persons without regard to race, color religion, age, sex, disability, national origin, ancestry, citizenship, military or veteran status, marital status, sexual orientation, domestic violence victim status, predisposing genetic characteristics or genetic information, or any other status protected by law.