

UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES

POSITION DESCRIPTION

Position Title: Receptionist

Date Prepared: 10/15/2008

Department: Obstetrics and Gynecology

FLSA Status: Full-time, Non-exempt
1.0 UCERA FTE

Position Reports To: Clinical Operations Manager

Potential Occupational Exposure to Bloodborne Pathogens: Yes

UCERA is a non-profit organization established to further the mission and vision of the John A. Burns School of Medicine at the University of Hawaii. UCERA contributes to the goal of improving the health care status of the citizens of Hawaii and the Pacific by supporting education, research and clinical activities of the school, and by collaborating with hospitals, government agencies and other entities.

POSITION SUMMARY

The Receptionist will work under minimal supervision and is responsible for carrying out daily operations of the Faculty Practice Clinic to include reception, scheduling, transcription, release of medical information, and assisting physicians with clerical activities.

ESSENTIAL JOB DUTIES AND FUNCTIONS

- Greets and receives patients
- Assures cleanliness and orderliness of reception and waiting rooms
- Obtains Information release authorization form from patients
- Obtains accurate insurance and demographic information from patients
- Assists with and/or registers patients in the electronic registration system
- Answers phones
- Takes messages and assures prompt delivery of messages
- Schedules patients for clinic location
- Calls patients to remind them of appointments
- Schedules patients for ancillary procedures as required
- Coordinates physician schedules for patient appointments
- Maintains patient confidentiality
- Process patient referrals
- Completes consult request forms for new patients
- Coordinates & assists with transcription process including mailing of reports to referring physicians
- Assembles patient medical record chart and files records/forms in chart.
- Pulls charts for daily schedule and files charts.
- Communicates with physicians and clinic staff any urgent issues, patient relations issues impacting clinic activity.

- Informs physicians of no-shows and documents in medical record as instructed by physician.
- Confirms medical student schedules with participating physician
- Handles/processes clinic mail
- Assists with office clerical functions including correspondence, check requests, orders.
- Maintains appropriate inventory levels of forms and supplies used in the reception area.
- Assists staff members with photo copying, filing, typing, and ordering as assigned.
- Runs errands, picks up supplies & deliveries
- Performs other duties as assigned.

MINIMUM QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Requires excellent verbal, written and interpersonal communication skills
- Must be able to communicate with adolescents, adults, and elderly patients
- Excellent organizational skills
- Knowledge of medical terminology
- Customer service skills
- Basic knowledge of health insurance plan coverage
- Knowledge of medical information release procedures & laws
- Able to type 40 wpm with high degree of accuracy

Education/Training:

- High School diploma or equivalent

Experience:

- Minimum of one (1) year medical reception experience

Other qualifiers:

- Maintains patient confidentiality at all times
- Sensitivity to culturally diverse patient population
- Able to multi-task
- Demonstrated ability to function in a highly professional manner, exercising complete confidentiality and discretion at all times.
- Strong planning and organizational skills with the ability to accomplish multiple tasks on time with accuracy and minimal supervision
- Attention to detail and ability to accurately synthesize lengthy, complex materials.
- Proficient in using MS Word and Excel, with a working knowledge of databases and electronic communications
- Excellent customer service skills with the ability to interact positively and sensitively with staff and the general public
- Successful experience working as a team member with a multicultural staff and clientele

DESIRABLE QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Knowledge of physician office patient scheduling systems and registration systems

Education/Training:

- CPR Certification within 6 months of employment

Experience:

- Experience working with patients highly preferred.

Other qualifiers:

- Ability to work in a team environment.

JOB CONDITIONS

- Normal working conditions, indoors, air-conditioned.
- Usual hours are Monday-Friday, 8:00 am to 5:00 pm. Hours may be flexed to accommodate clinic schedules.
- Duties may require extended hours.

EQUIPMENT USED

- Standard office equipment (phones, typewriter, computer, printers).
- Computer system with the following software:

MENTAL AND PHYSICAL DEMANDS

- Working with minimal supervision; attention to detail, accuracy and concentration, and ability to maintain calm composure while performing multiple tasks.
- This position occasionally requires lifting items up to 30 pounds, frequent sitting, and standing, walking and bending.

TERMS OF EMPLOYMENT

Position is located at UCERA. Continued employment subject to terms of employment, job performance and/or continued funding.

Employment is “at will” and can be terminated at any time, either by the employee or UCERA, with or without cause or reason and with or without notice.

ABOUT THE SALARY AND BENEFITS

UCERA offers a competitive package. Salary commensurate with education and experience. Benefits include 13 holidays per year, 100% employee coverage for health and dental, flexible spending plan, pension plan with 3% dollar-for-dollar company matching contributions, 2 weeks of paid vacation after 90 days of service, and 100% company paid group life insurance and employee assistance program.

INTERESTED APPLICANTS

Qualified applicants are encouraged to email a cover letter, resume, and salary requirements to jobs@ucera.org or fax at 808-536-7315.

UCERA is an Equal Opportunity Employer.

www.ucera.org