



HealthPoint Family Care Registrar, Medical

Reports To: Center Manager
Status: Non-exempt

Summary: Performs a variety of front desk functions in a medical and dental office to include registering patients, making appointments, and processing patient payments by performing the following duties.

Care is delivered most efficiently when team members function at the maximum of their licensure, skill-set, and abilities. Team members are expected to recognize the roles that others on the team play and follow the organization's established protocols for team based care. HealthPoint's goal of the Care Teams is to Improve Patient Health and Outcomes and Maintain high Provider, Staff and Patient Satisfaction.

Clear communication between team members is critical. Team members will communicate routinely through electronic information flow as well as minute-to-minute communication through brief verbal interactions.

HealthPoint's Care Teams are comprised of the Provider as the lead, Clinical Support Staff (MA/LPN/RN), Triage, Registrars, Schedulers and Medical Records. Outreach Associates and Drug Assistance Coordinators may also be part of specific patients' care teams.

Essential Duties and Responsibilities: This job description reflects management's assignment of essential functions. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Greet and accurately registers patients in a professional and timely manner.

Advises patients regarding payment options to include assistance programs, slide and commercial insurance eligibility.

In a professional manner, collects co-payments from patients in the form of cash, check, and credit card and provides receipt.

Maintains patient flow based on appointment setting and medical need; directs other patients and visitors to appropriate departments

Answers the phone, takes messages and routes them to the appropriate departments in a timely manner.

Makes medical appointments

Monitors automatic appointment reminders and makes reminder calls to patients as necessary.

Checks department voicemail and responds to messages within one hour. Responsible for retrieving messages from the Hispanic voice mail.

Prepares daily deposits for bank transfer and secure cash until transferred to authorized personnel or deposited at the bank. Balances cash collections with posted payments.

Follows established regulations and professional standards as required of the position. Participates in and supports continuous quality improvement.

If Bilingual interprets as necessary.

Other duties and responsibilities as assigned by management.

Supervisory Responsibilities: This job has no direct reports.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High School diploma or equivalent and 1 year medical office experience preferred.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Bilingual employees must have effective skills, both written and verbal, in Spanish and English.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have the ability to gain knowledge of our current practice management computer system. Should possess proficient skills in Microsoft Word, Microsoft Outlook, text paging, and Internet and Intranet research.

Certificates, Licenses, Registrations: CPR certification is not a job requirement for medical assistants in this role, but CPR certification would be required if reassignment into a clinical role is pursued.

Other Skills, Knowledge and Abilities: None necessary.

OSHA Job Classification: Category II – Handling, managing and disposal of biohazardous materials and/or equipment contaminated with biohazardous materials is not a regular part of your work assignment, but exposure may occur.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations

may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is occasionally exposed to fumes or airborne particles; toxic or caustic chemicals and risk of radiation. The noise level in the work environment is usually moderate.

Employee signature

Date



HealthPoint Family Care Scheduler, Medical

Reports To: Center Manager
Status: Non-exempt

Summary: Services patients who contact the organization through the Call Center.

Care is delivered most efficiently when team members function at the maximum of their licensure, skill-set, and abilities. Team members are expected to recognize the roles that others on the team play and follow the organization's established protocols for team based care. HealthPoint's goal of the Care Teams is to Improve Patient Health and Outcomes and Maintain high Provider, Staff and Patient Satisfaction.

Clear communication between team members is critical. Team members will communicate routinely through electronic information flow as well as minute-to-minute communication through brief verbal interactions.

HealthPoint's Care Teams are comprised of the Provider as the lead, Clinical Support Staff (MA/LPN/RN), Triage, Registrars, Schedulers and Medical Records. Outreach Associates and Drug Assistance Coordinators may also be part of specific patients' care teams.

Essential Duties and Responsibilities: This job description reflects management's assignment of essential functions. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Makes appointments for patients calling into the Call Center.

Coordinates, schedules and/or reschedules patient appointments.

Enters patient information and updates data as needed into the computer system.

Collects and enters all required information into Practice Management System.

Relays necessary information to the medical offices in order to facilitate an efficient patient communication process.

Takes in other calls from patients, outside vendors, and other medical offices and appropriately transfers to responding party.

Maintains a clear understanding of scheduling protocols.

Follows established regulations and professional standards as required of the position. Participates in and supports continuous quality improvement.

If Bilingual interprets as necessary.

Other duties and responsibilities as assigned by management.

Supervisory Responsibilities: This job has no direct reports.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: HSD and minimum 1 year call center experience with medical experience preferred.

Language Skills: Ability to speak effectively and professionally with customers. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Bilingual employees must have effective skills, both written and verbal, in Spanish and English.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have the ability to gain knowledge of our current practice management computer system. Should possess proficient skills in Microsoft Word, Microsoft Outlook, text paging, and Internet and Intranet research.

Certificates, Licenses, Registrations: CPR certification is not a job requirement for medical assistants in this role, but CPR certification would be required if reassignment into a clinical role is pursued.

Other Skills, Knowledge and Abilities: Displays knowledge of basic health insurance plans, sliding scale information, Medicaid, and Medicare.

OSHA Job Classification: Category II – Handling, managing and disposal of biohazardous materials and/or equipment contaminated with biohazardous materials is not a regular part of your work assignment, but exposure may occur.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

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