

Name		Issue Date	
Job Title	Entry Level Medical Office Support	Review Date	
Reports to	COO	Department	Administrative
Supervises	N/A	FLSA status	Non-exempt

Job purpose

The Entry Level Medical Office Support staff position plays a crucial role in facilitating the seamless operation of the health center, ensuring exceptional patient experiences from the moment they enter the facility. This blended role involves a combination of front desk responsibilities and patient interaction contributing to the overall mission of delivering quality healthcare to the Girdwood community.

Duties and responsibilities

1. **Patient Interaction:**
 - Answers the main phone line, directs calls appropriately, and assists patients with inquiries.
 - Greets and welcomes patients and visitors at the registration desk.
 - Performs check-in procedures, updates patient information, and notifies clinical staff of patient arrivals.
2. **Appointment Management:**
 - Schedules appointments and ensures accurate posting of encounter data.
 - Processes payments, co-pays, and issues receipts using the clinic's billing system.
 - Performs patient check-out procedures, including scheduling follow-up appointments.
3. **Administrative Tasks:**
 - Conducts new patient registration, data entry of demographics, and verification of insurance plans.
 - Refers patients for eligibility screenings and consults on high account balances.
 - Prepares for the next day by printing appointment lists, confirming appointments, and updating patient records.
 - Provides excellent customer service through various communication channels.
4. **Workstation Maintenance:**
 - Maintains a clean and orderly work environment by performing daily cleaning of general areas.
 - Ensures compliance with standards, procedures, and legal regulations.
 - Safeguards patient confidentiality and follows HIPAA guidelines.
5. **Training and Development:**
 - Receives clinic-specific training to enhance job performance.
 - Demonstrates knowledge of PPE and complies with HIPAA regulations.
6. **Inventory Management:**
 - Maintains inventory levels and orders supplies as required.
 - Manages databases on Excel and Athena to ensure accurate record-keeping.
7. **Continuous Improvement:**
 - Actively seeks opportunities for professional growth and skill development.
 - Adapts to changes in job responsibilities to meet the evolving needs of the health center.

Qualifications

- High school graduate or equivalent; preferred experience working in a medical office or having basic medical training.

Required Skills

- Strong communication skills for effective teamwork.
- Eager to learn and contribute to a patient-centered team.
- Excellent organizational abilities for multitasking.
- Positive interactions with patients, visitors, and staff.
- Upholds absolute confidentiality in all clinic matters.
- Independent worker with good judgment and task completion skills.
- Adaptable to oral and written instructions.
- Comfortable with delegated duties, ensuring seamless workflow.

Working Conditions

While performing the duties of this job, the employee generally works within the interior of a healthcare clinic/office environment. The general work environment is clean with a moderate temperature and noise level. Employee will be required to use a computer and other office equipment and participate in communication through typing, reading, writing and telephones, etc. The employee may be in contact with patients under all conditions and circumstances, e.g., illness, emotional duress, and hostility. Daily work activities also involve contact with the public, staff members and government representatives under all conditions and circumstances.

The employee may be exposed to infectious waste, blood, body fluids, communicable/infectious diseases, air contaminants and hazardous chemicals. All GHCI facilities are non-smoking. GHCI will provide the employee instructions on how to prevent and control such exposures. The employee may be exposed to the Hepatitis B Virus. GHCI will make the Hepatitis B vaccination available to all employees free of charge.

Physical Requirements

- 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 accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.
- While performing the duties of this job, the employee is required to sit for long periods of time, speak, hear, write, reach with hands and arms, stoop, kneel and operate a keyboard.
- Employee must also have visual acuity to read small print and view a computer monitor, reach to the top of a five-drawer filing cabinet, lift boxes of no more than 30 lbs.

Employee Confirmation

I confirm I have read the above job description, fully understand the requirements of the job, and agree to perform my duties accordingly.

Employee Printed Name: _____

Employee Signature: _____ Date: _____

Supervisor Printed Name: _____

Supervisor Signature: _____ Date: _____