



10,000 years in our Traditional Homeland, Prince William Sound, the Copper River Delta, and the Gulf of Alaska

Ilanka Community Health Center Registration Specialist

Team: Registration & Outreach Team
Reports to: Operations Coordinator
FLSA Status: Non-Exempt from Overtime

Salary Range: \$22.00 – 29.00 per hr./DOE
Schedule: Full time, Regular
Last Revised: December 2021

The Medical Office Receptionist position is a patient facing position at Ilanka Community Health Center requiring a friendly, professional manner, attention to detail and strong organizational skills.

This position handles all aspects of non-clinical patient contact. Duties listed below are representative of most tasks. Position is expected to work with minimal supervision.

Medical Office Receptionist Responsibilities/Duties:

- Provide excellent customer service and phone etiquette, greeting and checking-in patients and visitors in a welcoming, courteous manner.
- Collect and verify accurate and complete demographic and insurance information. Accurately enter all data into the medical record, updating established patient files as necessary.
- Collect payment at time of service. Assist patients in verifying co-payments and deductibles with their insurance companies.
- Proactively offer and explain sliding fee discounts to all patients.
- Maintains awareness of patient flow, communicating delays and other variances to patients and clinic staff when appropriate.
- Facilitate and maintain an efficient and productive provider schedule by accurately scheduling patient/client visits, staff meetings and provider admin times.
- Follow all front desk processes including, but not limited to, opening and closing procedures, ensuring patient collateral is accurate and available, and distributing correspondence to clinic staff.
- Maintain cleanliness and safety of workstation and waiting area, ensuring area is free of tripping, slipping or other hazards.
- Timely inform supervisor of issues or concerns and participate in determining a solution.
- Review email daily to keep current with clinic communication.
- Follow all clinic and Native Village of Eyak policies and procedures and participate in all clinic training including HIPAA and Privacy Act, maintaining awareness of requirements.



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- Actively pursue Certified Application Counselor training by participating in the next available training session. Certification allows ICHC staff to provide health insurance education to consumers, helping to look for health coverage options through the Marketplace and helping to complete eligibility and enrollment forms.
- Provide backup as needed to process Medicaid and ANMC travel requests.
- Participate in quality assurance and quality improvement process.
- Participate in risk identification and risk reduction strategies to provide the safest environment possible for patients, visitors, volunteers, and staff.
- Provide Saturday clinic coverage when needed, which may require overtime.
- Participate in community-wide health care activities such as community forums, health fairs and NVE hosted events which may be outside regular hours.
- Other duties as assigned.

Competencies (Knowledge, Skills and Abilities)

- Strong work ethic and ownership of role.
- Able to provide excellent customer service in a calm and caring manner.
- Excellent punctuality and dependable attendance.
- Demonstrates good organization skills, is detail oriented, and can multi-task and prioritize workload to meet deadlines.
- Adaptable to changing processes and shows initiative to improve skills.
- Ability to identify solutions and communicate with resources, when appropriate, to provide resolution for patient concerns.
- Ability to support and facilitate positive interaction with others as evidenced by professional maturity, respect for others, a team-centered approach, an appreciation of a variety of viewpoints and diversity in the workplace.
- Able to maintain a high level of confidentiality in accordance with HIPAA and HITECH regulations, which includes only accessing appropriate information needed to perform job duties and only releasing information to authorized parties.

Experience Requirement

Preferred to have at least one-year customer service or office experience.

Education Requirement

High School Diploma or GED.

Certifications Required:

- BLS or CPR Pro - required to obtain at next available training.
- Certified Application Counselor – required to obtain upon hire.



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Performance standard

- Regularly sit for long periods of time to complete tasks.
- Regularly bend, crouch, stand, move about to complete work.
- Regularly use fine motor skills at a heightened ability to perform procedures.
- Regularly use mental, oral, and written methods to complete work.
- Typically lifts 15 lbs. to coordinate work.
- Regularly manipulate electronic data to gather, input and otherwise coordinate work.
- Typically uses office machines such as multi-line phones, faxes, scanners or otherwise communicates, corresponds, and completes these tasks associated with office machines.

Environmental Factors

- Majority of work will be completed in an office within a medical primary care clinic.

Exposure to Hazards: Housekeeping Products.

Blood/Fluid Exposure Risk

Category I: Tasks routinely involve a potential for mucous membrane or skin contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.

Disclaimer

Nothing in this job description restricts NVE's right to assign or reassign duties, schedules, and responsibilities to this job at any time. By signing below, I acknowledge receipt of this job description and that my supervisor has discussed it with me.

Employee Signature Date

Supervisor Signature Date

Health Director Signature Date