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Wake Health Services, Inc.

#### Job Description

Job Title: Bilingual Medical Receptionist  
Department: Operations  
Reports To: Medical Center Administrator or Practice Manager  
FLSA Status: Full-time or Part-time, Non-Exempt

#### POSITION SUMMARY

Primary purpose is to provide quality customer service to all patients and coworkers while accurately organizing and completing all front office duties required to provide quality, patient-focused healthcare.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Customer Service; Meeting / Greeting / Assisting the patient  
Interpret and translate to assist patients as needed  
Greet and check-in patients promptly, efficiently and in a professional manner, while practicing patient confidentiality.  
Obtain, verify, and input all information accurately.  
Coordinate the handling of walk-in patients according to office protocols.  
Check each patient out efficiently and in a timely manner.  
Sort and distribute mail to the appropriate individuals on a daily basis  
Assist Medical Records staff in compiling accurate New Patient chart with all the required paperwork and dividers.  
Process encounter forms and collecting of payments in accordance with WHSI Cash Management protocols.  
Process daily batch work  
Correctly process daily batch work including accurate deposit tickets, no missing tickets, and balance of paperwork to the system.  
Post changes and/or payments into system  
Schedule appointments  
Schedule appointments when necessary; reschedule appointments and block schedules  
Process all referrals for our patients including providing complete and accurate referral information to the patient; send the required information to the specialist and insurance company.  
Gather information from patient needed to complete application (site specific)  
Order office supplies, mail letter for rescheduling, take phone messages and provide medical records support  
Print patient demographics for lab purposes  
Take payments to the bank as needed (site specific)  
Working knowledge of telephone system and telephone protocol  
Understands and participates in Joint Commission continual readiness  
Work with the Clinical Services Department to promote ongoing performance improvement activities  
Participates in all safety programs which may include assignment to an emergency response team  
Perform other duties as assigned or become necessary by supervisor

#### SUPERVISORY RESPONSIBILITIES

None at this time.

#### DESIRABLE 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.

- \* Minimum high school diploma or equivalent.
- \* Must be fluent in English and Spanish- written and verbal communications.
- \* Minimum of 1-2 years related experience as a receptionist. Health care experience preferred.
- \* Strong computer skills with knowledge of Microsoft Word, Excel, and Performance Management Systems.
- \* Excellent work history with proven track record.
- \* Excellent data entry skills-accuracy is very important.
- \* Excellent communication skills.
- \* Ability to pass pre-employment drug test.
- \* Professional, clean, neat appearance.
- \* No convictions of serious crimes or felonies.
- \* Must be willing to travel to other medical sites within Wake Health Services, Inc., to assist other facilities.

#### COMMUNICATION SKILLS

- \* Ability to read and comprehend general instructions, correspondence, and memos.
- \* Ability to read and interpret general business periodicals.
- \* Ability to write reports and business correspondence.
- \* Ability to effectively present information and speak before groups of employees and outside consultants and respond to questions/comments from the same.

#### OTHER NECESSARY SKILLS

- \* Ability to work independently. Ability to take initiative and be a self-starter.
- \* Ability to plan and organize workload. Ability to handle very detailed information.
- \* Ability and flexibility to handle work pressure and work with interruptions.
- \* Ability to meet work processes deadlines.
- \* Ability to handle multiple priorities.
- \* Ability to function as a team player.
- \* Ability to effectively communicate with employees, patients, vendors, consultants, and auditors.
- \* Willing to learn and accept responsibility.
- \* Ability to work flexible hours as needed.
- \* Ability to interact in a professional manner with employees, patients and vendors.
- \* Ability to communicate clearly and effectively. Excellent oral, written, and listening skills.
- \* Ability to secure information from inter-department personnel.