

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-21-78

Closing Date: Open until filled



POSITION TITLE: Clinical Receptionist

DEPARTMENT: Nursing

Position Summary:

Under general supervision of the Supervisory Clinical Nurse, the Clinical Receptionist appropriately and professionally assists patients that come to the clinic for care; answers telephones and performs general business functions as assigned. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Supports organization mission, vision and strategy.
- Answers telephones, routes calls to appropriate staff, takes accurate phone messages, and relays messages to staff. Prints out appointment list for each day.
- Greets each patient upon arrival and checks the EHR system to verify patient's check-in status and enters relevant information on computer screens or forms as necessary.
- Initiates patient medical chart and compiles all appropriate forms with appropriate documentation.
- Prepares patient form for clinic use and collects after visit. Forwards documents to HIM for scanning.
- Enters the data collected into computer or on forms.
- After completion of patient visit, directs the patient to next appropriate area, i.e., Appt. Desk, PRC, Patients' Benefits Coordinators, Pharmacy, etc.
- Performs reminder calls to patients for next day or future appointments.
- Serves as interpreter for Navajo-speaking patients as needed.
- Understands and demonstrates proper safeguards for patient confidentiality and follows rules of privacy pertaining to patient care and records.
- Makes positive contribution to office/group organization and patient/staff rapport. Acts in a professional manner.
- Performs basic computer and office management functions effectively and efficiently.
- Demonstrates cost effective techniques when utilizing supplies and equipment.
- Assists office in achieving defined goals.
- Requires completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCC's Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

High School Diploma or GED required. One year on-the-job experience as a receptionist or in an administrative support position. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability:

- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge and experience in basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Skills in reading and writing.
- Ability to use medical software such as RPMS and EHR.
- Ability to provide excellent telephone etiquette.
- Ability to assume Clinical Receptionist duties and responsibilities, while handling daily stressful and fast-paced situations in a clinical area.
- Ability to follow all HIPAA rules and regulations.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.