

# Winslow Indian Health Care Center

## Job Vacancy Announcement #WDH-24-21

Closing Date: Open until Filled

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**POSITION TITLE: Clinical Receptionist**

**DEPARTMENT: Nursing**

**Position Summary:**

Under general supervision of the Nurse Manager, 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 required. Must attain a BLS/CPR certification within 90 days of hire. 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.**