



MEDICAL RECEPTIONIST

HEALTH CENTER

FULL-TIME (40 HOURS PER WEEK)

GENERAL RESPONSIBILITY: Perform basic duties related to overall patient services. Assist patients in a timely manner, schedule appointments and respect confidentiality of the Agency and patients.

SPECIFIC RESPONSIBILITIES: Greeting and registering patients in a fast-paced, multi-specialty Community Health Center (Medical, Behavioral Health, and Dental); responsible for complete and accurate data entry of all information which includes patient demographics, financial information and insurance information, and consents; collecting co-payments and self-pay balances; screening patients for special programs and/or services; scheduling appropriate appointments; direct emergent needs to RN or Clinical Manager; assists in answering calls and scheduling of appointments and/or taking accurate messages; scheduling, rescheduling and cancelling patient appointments as necessary, according to protocols and Department workflows, using NextGen Practice Management/Electronic Health Record software; performs insurance eligibility verification; notifies patients of upcoming appointments through reminder calls and/or letters; monitor patient flow and wait times. Must work well in a fast paced, high demand environment (be flexible, calm and positive).

QUALIFICATIONS: High School Diploma/GED and prior experience working in a medical/clinical setting is required. Formal medical receptionist or medical assistant training preferred. Bilingual a plus.

SPECIAL QUALIFICATIONS: Excellent Customer Service skills required including professional telephone etiquette in conjunction with excellent oral communication ability for all levels of client interaction. Must have ability to develop cooperative/courteous working relationships with other staff, patients and other customers. Demonstrate an understanding of everyone's experiences, every day. Ensuring the delivery of services that recognizes and respects that every moment matters.

APPLICATION PROCESS: Cover Letter and resume due to Tri-County Community Action Agency at apply@tricountyri.org; fax 1-855-372-4016; mail to Tri-County Community Action Agency, 1126 Hartford Avenue, Suite 201, Johnston, RI 02919.

Tri-County Community Action Agency is an Equal Opportunity and Affirmative Action Employer. Tri-County is committed to treating all applicants and employees fairly based on their abilities, achievements, and experience without regard to race, color, national origin, religion, sex, age, disability, veteran status, sexual orientation, limited English proficiency (LEP), gender identity, or any other classification protected by law.