



Medical Receptionist

Supervised by:	Chief Administrative Officer (CAO)
Location:	Sioux Falls, SD
Status:	Full-time (non-exempt)
Salary:	Starting at \$22/hour

SDUIH OVERVIEW:

The South Dakota Urban Indian Health, Inc. (SDUIH) is a non-profit corporation that consists of two full-time primary care clinics. SDUIH is a comprehensive patient-focused health care organization. SDUIH corporate headquarters is located in Pierre and the agency reports to the Indian Health Service (IHS) in Aberdeen.

Additionally, you'll enjoy quarterly employee wellness activities and continued learning opportunities. When you join our team at SDUIH, you're joining our Tiwahe (family). We believe that through equitable pay, flexibility, and centering employee wellness, we're creating systemic change that benefits everyone, especially our patients. Working with our medical team, you'll improve the health and wellness of our patients and positively impact the health of our community.

SDUIH employees enjoy traditional benefits, such as:

- Health Insurance – SDUIH pays 72% of the premium
- Life Insurance – SDUIH provides \$25,000, employees can purchase additional
- Sick leave of 40 hours per year
- PTO accrued at the rate of 5 hours each pay period
- Short-Term and Long-Term Disability provided by SDUIH
- 11 paid holidays each year
- Participation in a 403(b) with a company match of 100% of the first 3% the employee contributes
- 12 Wellness Days per year

POSITION SUMMARY:

The Medical Receptionist is often the first person a patient may interact with over the phone or in the clinic. The Medical Receptionist is important in shaping the patient's first impression of the medical clinic; which could shape the patient-provider relationship. The Medical Receptionist will greet and communicate with patients and the public; schedule and register patients through an automated electronic health record system and provide staff support for the general office/clerical functions.

Skills & Ability to:

- Enforce HIPAA requirements and maintain confidentiality.
- Professionally greet the public in person and over the telephone with a professional and articulate phone voice
- Multi-task and handle many incoming calls and/or patients at once.
- Establish and maintain a positive effective relationship with patients and staff.
- Use general office equipment and computers at a proficient and accurate level.
- Register and schedule patients through RPMS/Scheduling GUI
- Travel and actively participate in required training sessions and team meetings.
- Understand office practices and procedures.
- Perform assigned clerical tasks readily and adhere to prescribed agency procedures.
- Follow standard procedures or step-by-step oral or written instructions.
- Operate and perform minor maintenance on various office equipment.
- Adhere to OSHA safety requirements and standards.
- Attend professional growth training or workshops.

Knowledge of:

- Native American culture and traditions.
- English, spelling, punctuation and grammar.
- Customer service etiquette and techniques.
- Basic arithmetic and cash box /receipt techniques.
- Private, local, state and federal resources for the treatment and care of patients.
- Federal reporting requirements, i.e. Government Performance Reporting Act (GPRA) and UDS requirements.
- HIPAA and OSHA rules and requirements.
- Funding source(s) that pay for the patient registration position.
- Computer programs (Word, Excel, etc.).

Qualifications:

- Must be at least 18-years-old
- Be a positive role model for the community and others.
- Must be vaccinated against or willing to be vaccinated against COVID-19.
- Must be CPR certified or willing to obtain CPR certifications within 6 months of employment.

Supervision:

Reports directly to the CAO, however also receives direction from medical providers, administration and the Chief Executive Officer.

Responsibilities and Duties:

Patient Registration staff will:

- Answer telephones and route telephone calls courteously and professionally. Check any voicemails left on answering machine in a timely manner.
- Discuss available appointment times with patients; both in person and telephonically and record scheduled and canceled appointments in RPMS and/or Scheduling GUI. Every patient visit must be checked in and out via RPMS/Scheduling GUI. Determine what patient needs to be seen for and with what empaneled provider. Inform patient what documents will be needed at time of visit.
- Record patient information into the Patient Registration portion of RPMS by obtaining information over the phone prior to the patient's visit when possible. Patient registration information must be verified at every visit and entered into RPMS prior to scheduling an appointment for the patient.
- Greet and direct visitors to appropriate staff.
- Provide new patients with all appropriate paper forms that must be filled out before their appointment; such as new patient packet, HIPAA NPP, AOB/ROI, Medical History form, etc. Provides information and answers questions regarding in-take form and process. Obtain copy of Photo ID, tribal enrollment, insurance card and scan into Vista Imaging.
- Review forms verifying their accuracy and completeness including but not limited to, HIPAA signatures, tribal verification, income information, insurance coverage etc. Verify signature dates match dates entered in RPMS.
- Collect insurance or third party payment information and makes copies of information for chart/billing files. Verifies insurance, Medicaid and Medicare eligibility and coverage (including Medicaid referral cards). Update Medicare secondary payer form every visit. Prepare billing sheets, do appointment reminder calls, verify insurance eligibility.
- Collect fees (co-pays), issue receipts and provide change.
- Complete daily balance report, have it verified and deposited at the bank. Responsible for cash box accuracy.
- Distribute incoming mail (sign for express mail or packages; i.e. Federal Express/UPS).
- Operate postage machines to affix postage to mail.
- Prepare electronic chart with current up-to-date complete paperwork needed to meet program policies and standards, including but not limited to billing sheet, progress notes, verification of tribal enrollment, copies of insurance coverage, etc.
- Prepare charts by attaching all needed paperwork to the billing sheet.
- File and retrieves a variety of material to maintain office records.
- Monitor lobby area cleanliness and straighten magazines, etc. as needed
- Participates in front desk meetings and opportunities for professional growth.
- Back up any CHR duties as needed and performs other duties as assigned.
- Ability to maintain a flexible work schedule including evenings and weekends.

Standard Reporting Requirements:

- Completes and submits Daily Balance Sheet.
- Establishes and completes computer patient data base system information within 1 day after patient contact. Provides reports upon request.
- Completes specialized reports at the request of the Executive Director or other member of Administration.

Physical Demands

- Involves direct and frequent contact with potentially unstable clients.
- Involves direct contact with clients who may have infectious diseases.

How to Apply

Interested individuals should email their resume and a completed application to Aspen.Gillaspie@sduih.org. Applications can be found at <https://sduih.org/careers/>.

SDUIH has the right to amend this job description as operational needs dictate. SDUIH is an at-will employer.

I have read the above job description, and understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodations. I have discussed any questions I may have about this job description prior to signing the form.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____