

# LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

## JOB DESCRIPTION

**TITLE:** MEDICAL RECEPTIONIST  
**DEPARTMENT:** H.I.M.  
**SUPERVISOR:** MEDICAL RECORDS SUPERVISOR  
**CLASSIFICATION:** FULL TIME NON-EXEMPT

### **POSITION SUMMARY:**

Provide customer service to patients and visitors. Prepares patient charts, provides information and schedules appointments.

### **ESSENTIAL FUNCTIONS:**

- Greets patients and visitors with pleasant voice and attitude
- Answers phone and patient questions. Gives information and schedules appointments with a pleasant voice and attitude. Takes messages for prescription refills
- Assists in the scheduling of patient transportation
- Makes new patient charts
- Records reports onto charts
- Completes records for data processing including PCC and in-house. Maintains accurate reporting information and checks PCC forms for accuracy. Completes statistics as directed by the board
- Keeps charts filed and secured. Maintains "OUT" card system as needed
- Assures compliance with privacy act and freedom of information guidelines. Including copying records to complete authorization for release of information requests for records
- request new address and telephone numbers from patients and all insurance and medical information with each visit
- Typing and filing medical correspondence , medical records and reports
- Performs other duties as assigned by supervisor
- CPR Certification required after employed

### **EXPERIENCE, EDUCATION, CERTIFICATIONS AND LICENSES:**

- High School graduate or GED
- CA driver's license
- Polite and cordial and be able to communicate both written and orally with the Native American Population
- Ability to keep accurate records, typing and ability to organize multiple tasks.

### **All LCTHC employees are expected to:**

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the LCTHC policies and procedures as they may from time to time be updated.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. **Sitting / Mobility:** Approximately 70% of time is spent working at a desk. Balance of time (approximately 30%) is spent moving around work areas. **Communication:** Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. **Vision:** Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. **Lifting / Carrying:** Ability to occasionally lift and/or move objects weighing no more than 25 pounds. **Stooping / Kneeling:** Ability to access files/stock supplies in low cabinets and shelves. **Reaching / Handling:** Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of

standard office equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

**INDIAN PREFERENCE:** Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

**NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT:** LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and the success of LCTHC. Employees who are under the influence compromise LCTHC'S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

**HIPAA Health Insurance Portability and Accountability:**

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

***IMPORTANT DISCLAIMER NOTICE***

*The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.*

**Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.**

I have read and understand all aspects of this job description

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor/Dept. Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Signature

\_\_\_\_\_  
Date

Revised 07/27/2010