

Effective date: September 26, 2018

Customers served (external and internal): all Patients, any member of the Paradigm Team, all vendors, suppliers and any other members of the public.

Reports To: Office Manager and/or CAO

Role Qualifications:

Role Summary: Greet patients and other visitors; direct all people to the appropriate provider and services; be courteous, polite and helpful to the public and clients at all times when representing PARADIGM.

Principal Accountabilities: (essential job functions)

- Respect and maintain privacy and dignity of PARADIGM clients; assure client confidentiality at all times.
- Provide efficient and professional telephone services; transfer calls according to established protocols. Appropriately screen calls and relay messages to appropriate staff timely.
- Register patients according to agency protocols.
- Determine the financial status of patients and their eligibility for PARADIGM services;
- Assist patients in accurately completing appropriate forms, and document all information according to PARADIGM procedures. Scan all patient forms securely and timely.
- Schedule appointments for patients according to established procedures.
- Collect and post fees according to protocols; prepare and balance daily financial registers and submit all forms and fees to the accounting/billing department.
- Maintain and report statistics as required.
- Maintain forms and office supplies required for front desk activities.
- Secure the building at the close of each working day; turn off or unplug appliances and machines according to PARADIGM protocols and lock all entrances.
- Assure the readiness of the reception area for each working day; open the building at the designated time and have all front desk activities fully operational at the start of business hours.
- Participate in staff and educational meetings. Keep current with all insurance updates and changes.
- Provide payment arrangement options to patients as needed. Follow proper policy and procedure of payment arrangement options.
- Investigate patient information to accurately obtain all information needed for billing department to file insurance claims.
- Maintain organization and cleanliness of reception desk and waiting area.

Essential Skills and Experience:

- Experience as a receptionist, preferably in a healthcare setting
- Warm outgoing personality
- Ability to interact effectively and in a supportive manner with persons of all backgrounds
- Excellent telephone skills and etiquette
- Ability to work well under pressure
- Ability to work accurately and efficiently
- Must have computer knowledge, Microsoft Excel, and Word experience a must, 35 WPM

Beneficial Skills and Experience:

1. Experience working in high performance teams and a proven strong team player
2. Knowledge of patient billing procedures
3. Commitment to company values

4. Ability to read, write and speak Spanish.

Physical Challenges:

1. Consistent and regular use of phone required.
2. Regular and consistent use of keyboard and mouse.
3. Ability to climb stairs on occasion.
4. Must be able to occasionally lift up to 25 pounds.
5. Consistent sitting for many hours at one time. Majority of day (80%+) is spent sitting at a desk.
6. Additional challenges may arise, at which time Paradigm may revise this job description.

Reporting to the position are:

Billing and Verification Dept.

This job description does not represent an inclusive list of all duties encompassed in this position, but rather serves as a tool to assist the employees in this position. The existence of this job description, or any other job description, does not in any way negate "at will" employment status. The President of Paradigm is the only person who may elect to modify or delete this job description at any time upon giving notice to the HR Rep to do so.

I understand the responsibilities associated with this job and I agree to fulfill them to the best of my ability.

Employee Signature

Date

**ONCE SIGNED, PLEASE SEND ORIGINAL TO HR DEPARTMENT
TO BE ADDED TO THE EMPLOYEE'S PERSONNEL FILE.**

FLSA Status: Non-Exempt

Essential Skills and Experience to Qualify For Promotion:

1. Proven success in all areas listed above.
2. Commitment to Paradigm's strategic plan and vision for the future.
3. Recommendation from immediate supervisor or other member of Executive Team.