



Heritage Health Center

128 North Bent St. • Powell, WY • 82435 • 307-764-4135 • www.heritagehealthcenter.org

Caring for the Community

Mission: *Heritage Health Center will provide high quality primary care for everyone in the Big Horn Basin through respect for patients, staff, and the communities we serve.*

Vision: *To be a health care leader in the communities of the Big Horn Basin by providing access to high-quality, whole person, care for all citizens.*

Position: Registration Specialist

Salary: \$12-\$18/Hour dependent on experience

Requirements:

POSITION DESCRIPTION

The Registration Coordinator is truly the face of Heritage Health Center (HHC). This position is the first contact with patients as they come in the door or call and it is their last contact with center staff as they leave. This position is also crucial to keeping the flow of the health center efficient and integral to patients having a positive experience at HHC. The Front Office Coordinator works with every staff member at the health center and will be expected to provide assistance when needed. The Front Office Coordinator is responsible for taking time-of-service payments, which are imperative to the financial success of HHC.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Registering and scheduling patients
2. Making appointment reminder phone calls.
3. Working with insurance companies to verify eligibility and other insurance questions.
4. Collection of income verification documents
5. Responsible for eligibility and administration of the Sliding Fee Schedule when applicable
6. Understands and is responsible for administering Sliding Fee Schedule to eligible patients
7. Work effectively with office physicians daily, being flexible, to maximize office efficiency
8. Collects amounts due from patients at time of service according to HHC policy
9. Ensure adherence to internal controls and accounting policies and procedures
10. Receives and records initial information on prospective patients, admits them in the computer

11. Completing medical records requests and other requests for information.
12. Does record search for insurance companies, doctors, and completes requests for information
13. May be requested to perform other duties and responsibilities for which the individual is qualified (if applicable.)
14. Some billing duties will be assigned based on ability. This could include calling on outstanding accounts, posting payments, etc.
15. Assisting clinic staff in providing high quality care for patients.
16. Ensure compliance with the applicable 19 requirements of HRSA's FQHC grant award
17. Maintain the highest of standard of HIPAA compliance
18. Follow HHC policy as outlined in the Employee Handbook
19. Other duties as assigned.

QUALIFICATIONS:

1. **Education:** A High School Diploma or GED and 3 years' experience in a medical office.
2. **Other Skills Needed:**
 - a. Strong communication skills, both verbal and written.
 - b. Excellent computer skills, particularly with database management, Electronic Health Records and all software in Microsoft Office 2000, including Word and Excel.
 - c. Demonstrated ability to work with patients
 - d. Ability to multi-task and manage a heavy workload. Ability to address and solve problems or issues as they arise.
 - e. Ability to work as a team member and work effectively with diverse people.
 - f. Demonstrated awareness of and value of cultural competence.

PHYSICAL REQUIREMENTS

1. 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. Reasonable accommodations may be made upon request to enable individuals with disabilities to perform the essential functions.
2. Ability to speak, understand, and communicate the English language effectively. Ability to hear adequately on the phone or in person and group settings.
3. Ability to work in front of a computer screen and keyboard, sitting and/or standing up to 8-10 hours per day (possibly longer if overtime is required).
4. Ability to work in a normal office environment conditions using various office equipment including (i.e. computer, keyboard, mouse, calculator, copier, printer, fax, scanner, telephone). Mobility necessary to access various offices and a wide variety of meeting settings.

5. Mobility necessary to perform a variety of tasks that involve standing, walking, sitting, stooping, kneeling, bending and twisting, occasionally climbing stairs or using an elevator, possibly reaching chest high and overhead for materials.
6. Possess faculties, mobility and ability necessary to access research and interpret information from a variety of media (e.g., computer screen, projected images, printed material) and individuals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

All Heritage Health Center facilities are tobacco-free.

EXPOSURE TO HAZARDS

Housekeeping products, sterilization equipment and chemicals, needles, chemicals found in medical materials and products, such as acids and disinfectants, biological hazards such as blood borne pathogens, infectious diseases, contaminated wastes, saliva, and radiation.

HOURS OF WORK/ATTENDANCE REQUIREMENTS

Monday- Thursday, 25-30 hours per week, with an occasional Friday if coverage assistance is needed. The position will be primarily in Greybull but working at all Heritage Health Center locations will be expected from all employees.

TRAVEL

To all health center locations will be required. Occasional out of area and overnight travel may be required for training.

BLOOD/FLUID EXPOSURE RISK

Blood/Fluid Exposure Risk: (Check the appropriate category)

- Category I:** Tasks routinely involved in potential for mucous membrane or skin contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.
- Category II:** Usual tasks do not involve exposure to blood, body, fluids or tissues but job may require performing unplanned Category I tasks.
- Category III:** Tasks involved no greater exposure to blood, body fluids or tissues than would be encountered by a visitor. Category I tasks are not a condition of employment.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me.

Employee Signature

Date

Supervisor Signature

Date