

AccelHealth

JOB DESCRIPTION

I. JOB TITLE:

Date:

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| A. POSITION: | MEDICAL FRONT OFFICE SPECIALIST |
| B. CLASSIFICATION: | Non-Exempt |
| C. DEPARTMENT: | Operations Financial |
| D. ACCOUNTABLE TO: | Patient Access Manager |
| E. OSHA Category: | 3 |

II. JOB SUMMARY:

Facilitate smooth patient flow. Greet and collect intake information from patients. Assist in the updating of computerized patient information including, but not limited to patient demographic and billing information. Assist in the patient internal referral and registration processes. Answer phones.

III. DUTIES AND RESPONSIBILITIES:

- A. Welcomes patients and visitors to the medical office by greeting patients and visitors in person and answering inquiries or referring questions to other staff members.
- B. Maintains compliance with AccelHealth policies and procedures, Federal/state regulations, and other grant requirements.
- C. Observe lobby activity to ensure that all patients are waiting in appropriate area and have signed in for services. Monitor lobby wait times and communicates with patients regarding extended wait times. Ensures patients follow AccelHealth's no food or drink policy in lobby.
- D. Check in patients through our EPM/EHR systems and provide patients with appropriate paperwork and scan what is necessary into the patient's chart along with any other additional clinical documents.
- E. Required to offer patient portal to every patient at registration.
- F. Update UDS information in patient demographic screen during registration process.
- G. Verify eligibility and scan verification at each patient visit if not ran through RTS.
- H. Collect co-pays and check patient accounts for outstanding balances. Assist patients with arrangements for payment plans if needed.

- I. Balance assigned cash drawer throughout each day and complete daily deposit.
- J. Maintain patient appointment schedule on computer and run EDI report daily to ensure appointments for next business day are confirmed. Contact any patient via phone call if patient did not receive confirmation text or no show.
- K. Schedules appointments for all providers to optimize patient satisfaction, provider time and most effective utilization of exam and treatment rooms.
- L. Check out patients efficiently and complete EHR check out list by scheduling follow-ups/recall, charging medications, internal referrals, Release/Requesting medical records...ect
- M. Register patients into Nextgen through EPM/EHR with appropriate forms.
- N. Responsible for following billing and collection rules
- O. Assist patients and family as necessary with understanding insurance plan benefits and requirements.
- P. Collect and organize program statistics and submit statistical reports to Front Office Supervisor as required.
- Q. Anticipate patient customer service needs and assist immediately with the resolution of patient complaints for the all AccelHealth and other complaints as referred by the staff. Periodically assist management with customer service training presentations for clinic personnel if asked.
- R. Accept job related training assignments and development in new tasks and technologies.
- S. Abides by infection control and hazardous materials policies and procedures as dictated in the AccelHealth Infection Control and Safety Manuals.
- T. Performs other related duties incidental to the work described herein as may be assigned or delegated.

IV. PERFORMANCE STANDARDS:

Performance will be evaluated by the Patient Access Manager using the AccelHealth Performance Evaluation Form wherein a satisfactory overall rating is considered a minimum acceptable level of performance.

V. QUALIFICATIONS:

- A. Education: High School Diploma Degree or GED accepted.
- B. Experience: Minimum of one-year experience working with patient information and admissions to include scheduling of appointments.
- C. Acceptable computer knowledge and use of calculator.
- D. Good clerical skills to include typing of 30 wpm and good working knowledge of basic math .
- E. Bilingual/bicultural in English/Spanish preferred.
- F. Must be able to communicate effectively both verbally and in writing with minimal supervision.
- G. Should have an understanding of medical technology.

VI. PHYSICAL REQUIREMENTS:

- 1. Must be able to perform the essential functions of the position.
- 2. Must be able to meet the attendance requirements of the position.
- 3. Must be able to able to travel to other clinic sites unassisted and valid Texas Driver's License.
- 4. Must be able to assist patients evacuate in the event of an emergency.
- 5. Must not pose a direct threat to the health or safety of other individuals in the workplace.

By signing below, I acknowledge that I have received a copy of this job description, that I have had an opportunity to review it, that it has been discussed with me, and I believe I can fulfill the duties contained therein.

Employee Signature

Date