

## JOB OPENING ANNOUNCEMENT

**Job Title:** Front Office Receptionist

**Report To:** Medical Center Manager

**Department:** Medical Center

**Job Vacancy:** YAN-24-059

**Status:** Full-Time; Non-exempt

**Starting Wage:** \$16.00 per hour

**Opening Date:** 6/3/2024

**Closing Date:** Until Filled

### **POSITION DESCRIPTION:**

The Medical Center Receptionist position will demonstrate professionalism, efficiency, courtesy and compassion as they work with patients, physicians, co-workers, and all approved vendors to manage patient reception, appointment scheduling, assisting with patient registration, telephone messages, chart preparation and a variety of related functions.

### **QUALIFICATIONS:**

- High School Diploma or GED preferred.
- Must have good verbal and writing skills.
- Basic clerical skills required and computer experience with basic office programs and ability to learn scheduling and additional pc skills.
- Minimum of one (1) year experience working in an outpatient or inpatient medical facility.
- Knowledge of commonly used medical terminology, medical symbols and abbreviations, names of medical tests, etc., to ensure accurate entry of medical information into patient records.
- Knowledge of general office automation, practices and procedures in order to store and retrieve general medical records data; typing proficiency required and computer keyboarding for performance of general office support work.
- Must be organized and detail oriented.
- Must demonstrate exceptional customer service skills for both internal and external customers.

### **DUTIES AND RESPONSIBILITIES:**

- Update patient records for current addresses, telephone numbers and current insurance information (Medicare, Medicaid, private Insurance), using the Registration Patient Management System (RPMS) as needed.
- Interviews new patients and initiates health records, entering information into the computer using the RPMS; records the register numbers and codes on the Patient Care Component (PCC) forms as to the type of clinic service received, tribe, sex, age, community, etc.; maintains register log.
- Operates RPMS peripheral equipment (CRT and printer) for keying in medical records data such as demographic information for patient registration, scheduling for patient appointments, etc.
- Make appointments for general and specialty clinics.
- Notifies patients for return medical follow-up as requested by the medical providers and for cancelled and/or rescheduled clinics.

- Prepares patient medical records/charts for their appointment, or for walk-in patients, as requested by medical providers; files patient medical records/charts.
- Obtains from the patients as indicated, proof of tribal enrollment for medical eligibility; maintains sufficient health records forms, authorizations, clinic information forms, eligibility forms, etc.
- Answers phones and transfer to appropriate staff; take messages clearly and legible.
- Fax/copy documents for medical staff, outside physicians or agencies.
- Assist in entering referrals for patients as needed.
- Maintains the strictest confidentiality according to the Privacy Act and HIPPA regulations.
- Perform additional job duties as assigned.

### **Physical Requirements**

The employer must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. The noise level in the environment is typical of an office setting. While performing the duties of this job the employee is required to sit; talk or hear; stand; walk; use hands to finger; hand or operate objects, tools or controls; and reach with hands and arms.

**How to apply: Please submit your resume and application to:  
Yavapai-Apache Nation / Human Resources  
2400 W. Datsi / Camp Verde, AZ 86322  
P: 928-567-1062 / Fax: 928-567-1064  
[www.yavapai-apache.org](http://www.yavapai-apache.org)**

### **INDIAN PREFERENCE:**

Preference will be given to qualified applicants who are members of federally recognized Indian tribes. To be considered for Indian Preference, you must submit your Certificate of Indian Blood (CIB) with your application.

**WILL BE REQUIRED TO PASS A PRE-EMPLOYMENT DRUG SCREEN AND  
COMPLETE A BACKGROUND CHECK WHICH WILL INCLUDE  
FINGERPRINTING**