

Mountain Valleys Health Centers, Inc.

Job Description

POSITION: Appointment Coordinator (Non-Exempt)

REPORTS TO: Team Lead

AREAS OF RESPONSIBILITY: The appointment coordinator is directly responsible for customer service including receiving phone calls, making appointments, inputting and updating patient information into the computer system, obtaining prior-authorizations for insurance or referrals, assisting patients with insurance, completing required forms, scanning/attaching documents into appropriate EMR, chart prep/pulling charts for the next scheduled business day, occasional filing of paper charts, copying of records, and following proper procedure for prescription requests in a timely manner.

QUALIFICATIONS: High school diploma, two years experience or education in business and basic knowledge of computers. Ability to deal with people in a pleasant and courteous manner, even under stressful conditions. Ability to work in a fast paced environment maintaining patient confidentiality and professionalism in a team-oriented environment. Must maintain confidentiality relating to MVHC personnel, and information that could result in proprietary damage to MVHC. Must possess current valid California or Oregon ID card.

REQUIREMENTS AFTER HIRE:

Obtain current CPR card.

Clean and appropriate business attire.

DUTIES AND RESPONSIBILITIES: It is the appointment coordinator's responsibility to arrange coverage for the front desk at all times to ensure that patients and visitors arriving are greeted promptly upon arrival. Visitors and patients are to be addressed in a cordial, pleasant manner. Patients are to be made as comfortable as possible and let them know we are here to meet their needs. Alert medical staff immediately of any walk-in emergency.

Ensures that the patient is properly registered in the computer system updating information in the EMR. Confirms all necessary information for patient's appointment is filed in chart i.e., lab results, test results. Collects and verify patient's insurance information. Obtains necessary information for workman compensation claims.

Answer the phone in a timely, courteous manner and screen incoming calls. Taking of messages and delivering them in a precise manner. Refer all emergency calls immediately to medical staff. Schedule appointments attempting to keep a smooth patient flow. Confirm appointments as needed.

Requests co-payments from patients and prepares deposit list at the end of each day.

Be punctual in arriving at work so that all necessary duties can be accomplished by the end of the work day. Immediately notify Site Manager of impending backlog of work on busy days.

Cross-train for other front office positions and may be required to work in those positions for temporary coverage such as when a co-worker is on vacation.

CUSTOMER CARE: A core value of Mountain Valleys Health Centers' is our dedication to high-quality customer care. As a Community Health Center, our patients are our vitality; therefore, every patient will be treated accordingly.

At MVHC a customer is defined as but not limited to a patient, vendor, contractor, granting agency, community business, and employee. Customers will be treated with the utmost dignity and respect regardless of their socio-economic status, insurance type, job position, and/or race, etc. Discrimination is unacceptable and is grounds for immediate termination.

Every employee of MVHC will adhere to the Accountability Measures outlined either at the onset of employment or at the date of this signed job description. Should these expectations not be upheld, the employee understands that disciplinary action will be taken which could lead to immediate termination.

By signing this job description, the employee commits to providing the highest quality customer care and will strive to make each patient feel as though they are the only one.

PHYSICAL REQUIREMENTS: Sitting, standing, walking, bending/stooping, squatting/crouching, climbing, balancing, reaching, twisting/turning, pulling, stand up lifting to 30 pounds, speaking/hearing on phone and in person, reading, writing, close eye work, repetitive motion of hands, fine and gross manipulation, up/down and side/side hand motion, working with others, exposure to public/staff/providers, fast work pace, frequent change, and frequent interruptions.

EMPLOYEE ACKNOWLEDGEMENT: I have read my job description and understand its contents. I agree to perform the duties and responsibilities with the highest standards. If at any time I have questions about its contents, I will discuss with my supervisor for clarification.

Employee Signature

Date