



Cow Creek Government Office

Medical Reception

Job Code: 2291
Department: CCH&WC
Location: Roseburg, Oregon or Canyonville, Oregon
Minimum Hourly: \$15.12

Date Written/Revised: 7/1/21, 8/2022, 02/09/2023

POSITION PURPOSE:

The Medical Reception person is the first impression patients and guests have of the Cow Creek Health & Wellness Center and the Cow Creek Tribe. The position provides outstanding customer service while gathering data, scheduling appointments, providing accurate, helpful information to our patients and users.

ESSENTIAL FUNCTIONS:

- Working within a team environment, utilize medical office competencies, understand, and apply written and verbal procedures and instructions.
- Support medical teams through managing consults, referrals, case management, patient reminders, follow-ups, and additional projects as required.
- Obtains and enters patient demographics; updates insurance and patient information with each visit to maintain accuracy for billing and patient health information.
- Schedules patient appointments utilizing EHR and PMAS in coordination with team requirements and established scheduling guidelines and parameters.
- Perform clerical and support duties as assigned by Manager/Supervisor, assist staff with various tasks as assigned.
- Collects co-pays and balances as required by established policies. Understands and can apply payments to balances, while maintaining daily accounting log of patient payments.
- Maintain strict confidentiality; adheres to all HIPAA guidelines/regulations.
- Maintain a working knowledge of all programs offered by the Health & Wellness Center.
- Travel as required by job duties.

QUALIFICATIONS:

- Must be able to commute to all clinic locations.
- High school diploma or GED, required.
- Two years Medical Office Experience preferred.
- Experience with scheduling referrals and consultation preferred.
- Strong working knowledge of office procedures, office equipment, word processing/computer experience and knowledge of government program rules and regulations.
- Proficient in Microsoft Office: Word, Excel, Outlook, and Power Point.
- Must demonstrate proven effective interpersonal communication skills.
- Demonstrate the ability to work effectively with staff, local agencies, and individuals from different cultural & ethnic backgrounds in a friendly and professional manner.