

SECRETARY/RECEPTIONIST: ORRVILLE

GENERAL DUTIES:

Provides general clerical support to the Orrville office staff and supplements the Wooster clerical Office staff on assigned days.

SPECIFIC DUTIES:

1. Answers, promptly and pleasantly, all phone lines coming into the office, directs calls to appropriate staff, and takes specific messages, when appropriate.
2. Answers routine informational requests from callers, directing more specific requests to other staff.
3. Greets patients and visitors and answers questions.
4. Schedules appointment for new referrals: enters new appointments for intake assessment into the electronic schedule, determines previous service history, collects necessary demographic and payer information and makes sure each new admission is assigned to a person qualified to provide service under the requirements of that patient's particular payer.
5. Reschedules appointments for persons calling on the phone.
6. Maintains a daily master schedule in electronic form, keeps records of patient cancellations and no-shows.
7. Meets with new patients and collects necessary demographic and financial information. Uses financial information to determine the payer(s) for each new patient. Establishes eligibility for Medicaid; collects insurance and other documentation.
8. Explains and educates office patients about fee policies and Patient Rights policies. Secures initial Consent for Treatment.
9. Updates financial and patient information on a regular basis including: change of address or phone number; changes in financial status, and changes in payer information.
10. Maintains patient medical records in compliance with organization requirements and Quality Assurance guidelines. Reviews records for general completeness, informs clinicians of missing information, tracks the completion of such changes, files information. Completes formal reviews of records completeness for Quality

Assurance purposes.

11. Enters materials into patient medical records by either filing items in paper charts or scanning items into the organization's electronic clinical record.
12. Word processes and copies materials for office staff as requested, including letters, memos, and reports.
13. Maintains the office petty cash fund.
14. Performs office safety checks on a monthly basis and forwards reports to the Vice President/Chief Operating Officer.
15. Arranges for an annual fire inspection of the office.
16. Compiles and forwards necessary reports to the main office, as required, or requested.
17. Collects fees from self-pay patients, records payments, issues receipts, and forwards payments to the main office.
18. Forwards patient charts to other offices, as requested, and monitors their location until returned.
19. Assures an adequate stock of forms and supplies for office personnel, requesting replacements from the Benden office, as needed.
20. Opens the office each morning and assures it is closed each evening.
21. Keeps the Vice President/Chief Operating Officer informed of any problems with the physical office plant and assists in maintaining a professional-looking facility.
22. Keeps up to date with required organizational trainings.
23. Attends and participates in unit meetings, as required, and in other agency committees, quality improvement teams or task forces, as assigned.
24. Abides by corporate policies and procedures, with special attention to the Policy on Patient Rights, the Confidentiality Policy and the Counseling Center's Code of Ethics.
25. Completes other duties, as assigned, or as required for efficient and effective operation.

SUPERVISORY RESPONSIBILITIES: None

WORKING CONDITIONS:

1. Position is office-based, with regularly scheduled hours.
2. Position requires working one evening per week.
3. Position requires sitting for significant periods of time.
4. Position may require some contact with irate, distraught, or difficult individuals.

CLINICAL SUPERVISOR: None required

ADMINISTRATIVE SUPERVISOR: Revenue Cycle Manager

POSITION TYPE: Non-exempt

POSITION CLASSIFICATION: Secretary/Receptionist

WORKER CREDENTIALS/CHARACTERISTICS:

1. Ability to meet the public in a pleasant and professional manner, with sensitivity to the problems which bring people to the organization
2. Ability to handle irate callers without undue irritation or anxiety, and to direct emergency calls to appropriate staff
3. A pleasant phone voice and a professional work attitude and demeanor
4. Ability to work cooperatively with a variety of staff at all levels of the organization
5. Ability to accurately use basic office machines, such as a calculator, typewriter, copier, etc.
6. Keyboarding skill of at least 35 words per minute
7. Ability to accurately file and retrieve information
8. A commitment to quality and accurate work and to good customer service
9. A valid driver's license, evidence of personal automobile insurance and of insurability by the organization's automobile liability insurance carrier; or, in the absence of such documentation, the ability to complete essential functions of the position within whatever driving and travel restrictions are imposed by the Center

KEY PERFORMANCE INDICATORS:

1. Satisfactory, or better, scores on the annual performance evaluation
2. Timely and accurate completion of assigned tasks
3. Evidence of sincere attempts to provide good customer service