



Bond Community Health Center, Inc.

JOB DESCRIPTION

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| POSITION: | Intake Specialist |
| DEPARTMENT: | Patient Services- Front Desk |
| REPORT TO: | Chief Financial Officer |
| COORDINATES WITH: | Health Information management (HIM), Nursing Staff, Finance Department |

This position will include performance of all front desk functions including, registration, eligibility verification; “greeting” all patients/customers in a most friendly and courteous manner.

DUTIES AND RESPONSIBILITIES:

1. Dress appropriately and maintain professional appearance and a friendly and secure atmosphere for all customers and guests.
2. Sign in patients into the center by using the appropriate log sheet (walk-in or appointment).
3. Register patients using the Patient Account System by entering verified, identifying, financial and insurance information at the time of registration.
5. Process patients' visit by verifying patient demographic and financial information, and appropriately classifying patient (new or established patient / type of visit) and verification of payment category.
6. Generate electronic visit for every service rendered to patient and collect payment for services rendered. Issue receipts and record all payments for services received.
7. Enter updated information during each patient visit in the Patient Account System, posting all required financial and diagnostic information.
8. Schedule patient appointments by telephone and/or in person, using Practice Account System, to access the scheduling modules and input the appropriate codes.
9. Reconcile & verify daily cash receipts for submission to supervisor daily.
10. Print next day appointments for all Providers as needed.

11. Assist in answering telephone, assist patients calling to schedule appointments and direct calls to the appropriate department and / or individual.
12. Participate in continuous in-service training, one to one's (1:1), department and general staff meetings.
13. Maintain weekly log of generator check
14. Conduct monthly radio checks
15. Conduct monthly fire extinguisher checks
17. Maintain security log of guest and vendors in/out
16. Will encourage and assist patients in registering for the patient portal.
17. Will inquire about patient's satisfaction with their visit and encourage them to complete satisfaction surveys before leaving.
18. Assist patients with concerns and direct them to appropriate manger or other staff to resolve the issue.
19. Will notify Risk Manager on issues relating to non-compliant patients, and take other necessary steps as needed.

REQUIREMENTS:

- A minimum of documented High School Diploma and/or equivalent. College education preferred.
- A minimum of 2 years satisfactory work experience-using Computers and Billing and Registration software programs.
- A basic functional and demonstrated knowledge of data entry computer use.
- Bilingual/multilingual capabilities preferred.
- A working knowledge of medical terminology and ICD-9-CM and CPT coding is a plus.
- Pleasant personality, good oral communication skills and being organized.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Must work in close contact with patients to perform intake functions and answer questions. Overtime may be required.

SUPERVISION RECEIVED:

Director of Patient Services and Risk Manager

SUPERVISION GIVEN:

Students, Volunteers

COMPLEXITY:

- 1. Requires accuracy, integrity and speed.
- 2. Requires the ability to learn CPS & Centricity and utilize it appropriately.
- 3. Requires the ability to work under pressure.
- 4. Requires the ability to Multitask.

INTERPERSONAL CONTACTS:

Must work well with the public (patients) and all staff.

RESPONSIBILITY FOR CONFIDENTIAL MATTERS:

Responsible for holding confidential, all matters relating to patient care and financial activity. Breach will lead to disciplinary action, up to and including dismissal.

EFFECT OF ERRORS:

- 1. Dissatisfied patients / customers.
- 2. Errors can result in incorrect billing and/or collection of payment that would lead to lost revenue.

HOURS OF WORK: 40 hours minimum and as needed.

SALARY: As specified in the Notice of Hire.

Employee Name (Please Print): _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

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