



## Position Description

**Position Title:** Registration Professional  
**Department:** Operations  
**Reports To:** Chief Operations Officer  
**Status:** Non-Exempt

### Summary

The individual will greet, register, direct and schedule patients and visitors, as well as collect financial and demographic information and process patient payments.

### Duties & Responsibilities

- Greet and register patients in a prompt and courteous manner
- Create new health record for patients who have not previously been treated at the Health Center
- Assist patients in completing necessary registration forms and maintain forms in an appropriate manner
- Register and update patient demographics in an accurate and timely manner
- Determine eligibility of patients by verifying insurances using electronic tools and document proof of eligibility in the patient registration system
- Provide patients with account information and financial responsibilities at the time of check in.
- Coordinate with accounts receivable team for follow-up on outstanding patient account balances and billing concerns.
- Work with accounts receivable team on other patient and insurance account concerns.
- Obtain any third-party billing information
- Assist patients with any ambulatory difficulties
- Make patient appointments or accept cancelations using the scheduling system; notify staff of the cancelation or same day appointment
- Answer telephone: screen calls, take messages and provider information
- Accept and record patient payments, while providing necessary receipts
- Respond to routine requests for information from patients and visitors
- Maintain work area and lobby in a neat, orderly manner
- Responsible for retrieving, sorting, delivering mail and interoffice paperwork
- Compile deposits and share documents as appropriate
- Gather information for answering service after hours
- Individual will participate in and maintain CPR certification, as provided by the Health Center
- Promote the mission, vision and values of the organization in all interactions
- Other duties as assigned

## **Qualifications**

The individual must respect the confidentiality of patient information while performing job duties and to establish and maintain effective working relationships with patients, employees and the public. The individual must be highly organized and have strong initiative and problem solving skills, in addition to having a basic knowledge of accounting and customer service functions of an office.

## **Education and/or Experience**

The individual must have earned a high school diploma or equivalent. An Associate's degree in the field of Medical Secretary/Medical Administrative Specialist is preferred, but not required.

## **Communication Skills**

The individual must possess the ability to read and interpret documents such as operating instructions, and procedure manuals; write routine correspondence; speak effectively before groups of customers or employees of the organization. Bilingual skills (Spanish/English) are helpful, but not required. Communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

## **Computer Skills**

The individual must possess the knowledge of word processing software; ability to learn patient management information system functions of appointment scheduling, charge entry, payment transactions, etc.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting files or paper weighing 20 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Specific vision abilities required by this job include close vision, color vision and ability to adjust to focus

## **Work Environment**

Work is performed in a general office setting. Interaction with others is frequent and interruptive. Work may be stressful at times. Work hours are no more than 40 hours/week for full time employees, 30 hours/week for limited full-time employees and less than 29 hours/week for part time employees. Work hours correspond to the hours that the health center is open, which include weekday business hours and exclude holidays and weekends. Occasional unscheduled overtime may be required. Community involvement is encouraged but not required.

As an organization committed to diversity and inclusion, Scenic Bluffs Community Health Centers provides equal employment opportunities to all employees and applicants for employment, encourages applications from historically underrepresented groups, and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

**Acknowledgement**

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

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Employee Signature

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Date