



**CASPER-NATRONA
COUNTY HEALTH DEPARTMENT**

475 S. Spruce St
Casper, WY 82601
Phone: 307-235-9340
Fax: 307-237-2036
www.casperpublichealth.org

Job Announcement:

Job Title: Disease Prevention Lead Receptionist
Opening Date: June 23, 2017
Closing Date: Open until filled
Salary: \$2,859-\$3,206 per month (commensurate with experience)
Job Type: Full-time, Non-exempt
Location: Casper, Wyoming

General Description:

The Disease Prevention Lead Receptionist functions as one of multiple receptionists for the Disease Prevention Program and Casper Natrona County Health Department (CNCHD) clinic. The Disease Prevention Lead Receptionist is responsible for a high level of customer service at all times for external/internal customers, vendors, and other visitors. This position is responsible for answering incoming telephone lines, patient scheduling, patient check-in, patient financial services and collecting payment, having a high level of knowledge of all CNCHD programs in order to assist all customers, including skill with the electronic medical record and data entry. The position provides additional support to the Disease Prevention Clinic Director in regards to tracking of programmatic data and quality control. As well as basic office operations, financial procedures, and other projects as assigned.

Specific Duties and Functions:

Customer Service

- Provides high level of customer service at all times to CNCHD external and internal customers.
- Provides administrative support to Disease Prevention Clinic Director and other nursing staff.

- Promptly answers all incoming lines, directs calls to appropriate staff members, answers general questions, refers caller to appropriate program (or even external agency), and takes accurate and complete messages.
- Greets clients and visitors to CNCHD in a timely and courteous manner. Answers general questions, directs clients/patients/vendors to appropriate staff member and program.
- Maintains high level of knowledge of all programs within the department so that external and internal customers are assisted in the most effective way possible.
- Assists Administration Receptionist with general customer service and CNCHD reception activities.
- Maintains a high level of confidentiality and professionalism at all times and respects sensitive client issues.

Patient Scheduling and Check-In

- Responsible for timely and accurate patient scheduling for Disease Prevention clinic, including appointments for reproductive health exams, immunizations, family planning, HIV case management, Maternal and Child Health office visits, and other specialty clinic visits.
- Uses electronic medical record (EMR) system with proficiency in order to provide high quality customer service to all patients and internal customers (i.e., nursing staff).
- Completes patient check-in in prompt fashion and ensures smooth patient flow in lobby and clinic areas.
- Completes accurate patient intake via electronic and/or paper methods.
- Ensures that patients are receiving timely reminders for their appointments.
- Educates patients on their financial obligation in return for the clinical services provided.
- Obtains patient proof-of-income and insurance information when warranted.
- Possesses high level of knowledge of clinic's fee schedule, including the sliding fee schedule for all services offered.
- Stays up to date on changes to recommended vaccinations schedules based on CDC guidance and refers patients appropriately to nursing staff when questions arise.
- Notifies Disease Prevention Clinic Director of work flow issues and other issues affecting clinic operations.

Patient Check-Out and Out-processing

- Completes patient check-out promptly while ensuring accurate payment has been made by patient while utilizing appropriate fee schedule and patient insurance information.
- Refers patients to Billing Specialist when payment plans are requested.
- Uses the EMR system to complete patient's clinic visit and ensures that patient received services reflected on the super bill.

- Schedules patients for follow-up visits as appropriate.
- Ensures all patients check-out upon leaving the clinic area even when payment is not needed and ensures all of the patient's questions are answered and that the patient receives the highest level of customer service upon exiting the department.

Clinic and Programmatic Operations

- Organizes lobby/reception area daily and more frequently when warranted
- Provides basic administrative support functions such as making copies, filing, and faxing when requested from nursing staff.
- Maintains inventory on basic office supplies and initiates requisition form when orders are necessary for Disease Prevention Program
- Uses computer software programs and/or EMR system to track program/clinic data as requested and assists with continuous quality improvement initiatives.
- Attends meetings upon request and takes/transcribes notes, minutes, and confidential dictation. Examines transcripts, reports, and other correspondence for accuracy and completeness.
- Composes routine correspondence and other material upon request.
- Performs specific projects and research under the supervision of the Disease Prevention Clinic Director
- Perform proficient data entry of immunizations within the Wyoming Immunization Data Entry Program
- Assists with training other clerical staff, as assigned.

Financial Responsibilities

- Manages cash in own till daily and reports any errors in cash management to Disease Prevention Clinic Director and Bookkeeper immediately.
- Collects patient fees/payments.
- Prepares requisition forms, invoices, and purchase orders for Disease Prevention Program.
- Assists Billing Specialist with patient billing and collections upon request.
- Provides continuous patient education on their financial responsibilities for services rendered.

Miscellaneous

- Assists Disease Prevention Clinic Director with electronic data tracking for program evaluation and grant reporting.
- Keeps immediate supervisor apprised of the workload and seeks assistance, if necessary, to meet priority deadlines.
- Provide clerical and administrative support to all Disease Prevention Program staff as requested.
- Participate in emergency preparedness activities to support department functions as requested by management.

Minimum Qualifications:

- High school graduate or equivalent.
- Two years of experience in general clerical office work and/or one year certificate or two year Associate Degree in Business/business related course work.
- Experience using electronic medical record (EMR) system, be able to accurately document all pertinent data without errors.
- Experience with electronic data tracking methods and ability to aggregate individual pieces of information into concise summary of the whole and track information over time.
- Computer knowledge and experience, including word processing skills, and basic data entry, including proficiency with Microsoft Office Suite (Word, Excel, PowerPoint).
- Successfully complete immunization review on hire.
- Successfully complete drug screening on hire.
- Successfully complete Background and Central Registry Check.
- Possess a valid State of Wyoming driver's license.

Preferred Qualifications:

- Baccalaureate degree in Business/Business Management, Accounting, Finance or related field.
- Progressively responsible work experience related to patient services, office administration, reception, and/or bookkeeping.
- Experience electronic medical record systems.
- Proficiency with Microsoft Excel.
- Experience with health-related organizations.
- Notary Public.
- Bilingual/Proficiency with Spanish in healthcare setting.

Responsibility/Accountability:

This position reports directly to the Disease Prevention Clinic Director.

Knowledge, Skills, and Abilities:

- Ability to perform a variety of clerical work, including filing, records keeping and bookkeeping tasks.
- Ability to organize time efficiently.
- Ability to work on own initiative with minimum of supervision.

- Ability to establish and maintain effective working relationships with employees, other agencies and the public.
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- Knowledge of modern office practices and procedures.
- Ability to communicate with individuals from all walks of life, and be aware of cultural differences.
- Ability to type and conduct data entry functions accurately and proficiently.

ADA Essential Requirements:

- Vision adequate for daily work, corrected vision of 20/40- on the Sneller scale.
- Hearing adequate for daily work corrected hearing of 30 decibels on the 1000, 2000 frequency scale.
- Must have the ability to lift twenty pounds from floor to waist level.
- Reasonable accommodations will be addressed, based on the Position Description.

Potential Hazards Includes:

- Potential exposures to communicable disease from direct/or indirect personal contact.
- Use of vehicles/or equipment.
- Injury due to awkward positions, and prolonged computer work.
- Exposure to chemical agents, to include reagents, sanitizers and other chemicals associated with routine and incidental assignments.

How to Apply:

Interested applicants must submit a letter of intent and resume or curriculum vitae to the Casper Natrona County Health Department. You may submit your letter of intent and resume/CV electronically or mail a hard copy to the following address:

Jamie Cardine, RN, BSN
Disease Prevention Clinic Director
Casper-Natrona County Health Department
475 South Spruce Street
Casper, Wyoming 82601
Phone: (307) 577-9750
Email: jcardine@cnchd.org
Website: www.casperpublichealth.org