



# St. Croix Regional Family Health Center

## PATIENT SERVICE REPRESENTATIVE

### SUMMARY OF FUNCTIONS:

The receptionist is responsible for answering telephone calls, taking messages, greeting visitors, scheduling appointments, registering or reregistering patients and scanning documents into patient charts.

### MAJOR DUTIES AND RESPONSIBILITIES:

- Greets visitors and patients in a friendly and professional manner; determines their needs, notifies the person being visited or instructs them to wait for the nurse.
- The receptionist stays within the vicinity of the reception area or coordinates with other employees to cover during any absence.
- Answers telephone calls promptly and courteously; screens calls, transfers caller to correct individual; does not leave a caller on hold or unattended for more than 60 seconds; takes complete and accurate messages when person called is unavailable and assigns the Telephone Encounter to the appropriate person in a timely manner.
- Confirms appointments for the next business day.
- Places the phone system on night mode at the end of the day.
- Reconciles the day's payments with their payment batch and makes a deposit slip for any cash or checks taken in that day.
- Participates as an involved member in SCRFHC clinic team projects. Attend required meetings.
- Assist with QI activities.
- Self direct, motivate and function successfully in a team environment.

### PATIENT CENTERED MEDICAL HOME DUTIES:

- Practices team-based care
- Involved in huddles on daily basis per huddle procedure
- Attends required staff meetings
- Attends required training meetings
- Participates in clinic and team Quality Improvement processes
- Is invested in fostering patient self-management including involving the PCMH Care
- Attend monthly meetings at which clinics, PCMH, and best-practice procedures and business agenda are addressed
- Attend Performance Improvement Team and other QI committees as assigned

### ORGANIZATIONAL RELATIONSHIPS:

Reports to the Office Manager. Assists and works with other employees to facilitate smooth office operations.

### EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS:

- Minimum of High School diploma or a GED
- **POST-EMPLOYMENT REQUIREMENTS:**
- All new employees must complete communication training, Health literacy and patient safety, within the first week of employment.
- All new employees must complete training in coordination of care for patients and maybe assigned to a care team to support patients and families in self-management, self-efficiency, and behavior change within the first 2 weeks of employment as administered by the practice manager.
- All new employees must complete training in population management within the first month of employment as administered by the office manager.
- All clinical employees must complete motivational interviewing training within 3 months of employment.
- All potential new employees will undergo a background and Office of Inspector General exclusion report and periodically thereafter.

St. Croix Regional Family Health Center is an equal opportunity employer and provider.