

## **POLICY: Patient Services Receptionist Job Description**

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Position Summary: Under the general direction of the Patient Services Manager/Supervisor, the receptionist provides clerical, general accounting and administrative support to RealOptions and its health care/counseling personnel.

### **Qualifications**

- A. A high school diploma or equivalent.
- B. Demonstrates acceptable basic skills of oral and written communication.
- C. Demonstrates ability to interact with the public in a pleasant, helpful and professional manner.
- D. Expresses full agreement with RealOptions' Statement of Principle, Purpose and Faith.
- E. Respects confidentiality.
- F. Has a desire to reach out to women and families in unplanned pregnancies especially the abortion-vulnerable and abortion-minded.

### **Responsibilities**

- A. Patient Care
  - 1. Provides warmth and hospitality to patients and visitors; offers water.
  - 2. Acts as communication liaison between patients and health care staff.
  - 3. Initiates and helps maintain patient-related paperwork.
  - 4. Assists with client admission, transfer and discharge process.
  - 5. Assists Medical Director, Director of Nursing/Nurse Practitioner, Nurse Manager, and other clinic staff with various assigned tasks.
  - 6. Answers telephones following telephone protocol.
  - 7. Receives donations and gives tax receipts.
  - 8. General accounting and cashier duties, data entry, collecting payments, receipting, cash balancing, reporting, record keeping and statistics.
  - 9. Maintains care through efficient use and handling of equipment, facilities and supplies.
  - 10. Attend In-Service development meetings.
  - 11. Prays with staff.
  - 12. Ensures front lobby is neat and clean.
  - 13. Calls to remind patients one day before their appointments.
  - 14. Makes appointments and checks online appointment requests.
- B. Additional tasks for Prenatal Clinic ONLY
  - 1. Collect Patient ID for file.
  - 2. Collect urine sample from client with instructions.
  - 3. Make return appointment.
  - 4. Call no-shows to reschedule and complete Patient Advocate follow up slip and place in a mail folder.