

## Gonzales Healthcare Systems - Job Description

<b>Job Title: RHC Registration Clerk</b>		<b>Department: Rural Health Clinics</b>	
<b>Employee Reports To: Business Office Team Leader</b>		<b>Employee Supervises: N/A</b>	
<b>Exempt/Non-exempt Status: Non-Exempt</b>		<b>Employment Status: Full Time</b>	
<b>Employee Signature:</b>		<b>Approval:</b>	
<b>Date:</b>		<b>Date:</b>	
<b>Position Summary</b>			
<p>Sievers Medical Clinic is seeking a courteous and organized Registration Clerk to be the first point of contact for patients as they enter the clinic. The Registration Clerk will play a key role in ensuring a smooth and efficient registration process, which includes verifying patient information, collecting required documentation, and inputting data accurately into the clinic's system. This position requires strong communication skills and attention to detail, as well as the ability to work efficiently in a fast-paced healthcare setting while maintaining a positive and professional demeanor.</p> <p>In addition to patient registration, the Registration Clerk will be responsible for scheduling patient appointments, verifying insurance, processing payments, and addressing any questions patients may have about their appointments or billing. The Registration Clerk will also work closely with clinic staff to ensure accurate patient records and assist with various administrative tasks as needed. This role is critical to upholding the clinic's commitment to quality care and patient confidentiality, ensuring that each patient receives prompt, courteous service and a seamless scheduling experience.</p>			
<b>Position Qualification</b>			
<b>Education &amp; Licensure</b>	High School Graduate or Equivalent Preferred No licensure required		
<b>Experience</b>	<ul style="list-style-type: none"> <li>Bilingual (English/Spanish) preferred.</li> <li>Basic Math Skills required.</li> <li>Knowledgeable in general office computer programs.</li> <li>Ability to work cooperatively with other employees and the public in a fast-paced customer-oriented environment.</li> <li>Effective oral and written communication skills in English.</li> </ul>		
<b>Physical Requirements</b>	Prolonged sitting, intermittent periods of standing and walking. Occasional bending, stooping and reaching. Average lifting of 25# from floor to waist, 30# from 30" high surface-to-surface, 10# overhead.		
<b>Technology Requirements</b>			
<b>GHS Information Systems</b>	<p><b>SOFTWARE:</b></p> <p>Citrix Cerner Office 365 Chrome OneContent NextGen Logical Ink Adobe Acrobat MindsEye Experian Phreesia</p> <p><b>WEBSITES:</b></p> <p>Brightly Health.edu GDrive</p>		

	UKG Availity NextGen
<b>Access Control</b>	
<b>Physical Access</b>	Standard Employee Access Sievers Medical Clinic-Gonzales, Waelder, Shiner and Surgical Clinic. After-hours access will be through the Employee Entrance of Sievers Medical Clinic.

<b>Section 1. Core Behaviors – All Staff</b>	
	<b>Organizational Commitment</b>
1	Demonstrates a professional demeanor
2	Is committed to GHS's Mission, Vision, Values
3	Complies with Gonzales Healthcare Systems and departmental Policies
4	Demonstrates commitment to enhancing how GHS is viewed by others
5	Adheres to Attendance & Punctuality Policy
<b>B</b>	<b>Customer Orientation</b>
1	Advocate of the diverse needs & cultural values of ALL
2	Provides attentive service to ALL
3	Demonstrates respect, sensitivity & care in ALL
4	Protects confidentiality and privacy of ALL
5	Adheres to current GHS's Customer Service Standards
<b>C</b>	<b>Performance Focus &amp; Self-Management</b>
1	Organizes & prioritizes work duties
2	Works toward the continuing growth/development of staff
3	Sets & tries to surpass personal & work goals
4	Is aware of one's impact on others
5	Is flexible & adapts positively to new, different or changing situations
6	Asks questions, is informed & acts according to GHS's standards
7	Incorporates the PI plan principles into daily activities
8	Adheres to laws and regulations applicable to job function
<b>D</b>	<b>Team Orientation</b>
1	Acts to work cooperatively with & helps other team members
2	Participates in projects & is a good team player
3	Recognizes and acknowledges others for a job well done
4	Considers coworkers views & recommendations
5	Extends team work behaviors to ALL
<b>E.</b>	<b>Interpersonal Communications</b>
1	Effectively communicates with others in an effort to create mutual understanding
2	Works to find resolutions to problems
3	Encourages two way communications
4	Maintains focus on issues rather than personalities

<b>Section 2. Department Specific Duties and Responsibilities</b>	
<b>A</b>	<b>Essential Duties &amp; Responsibilities</b>
1	Complete routine clerical tasks, including copying, scanning, and entering data into the clinic's systems.
2	Cross-train to assist with appointment scheduling and phone inquiries as needed.
3	Maintain accurate records of patient registration, insurance verification, and billing information.
4	Monitor patient flow and provide updates to clinic staff as necessary to ensure timely appointments.
5	Prepare and distribute patient information packets, including pre-appointment instructions and post-visit summaries.
6	Support quality initiatives by collecting patient feedback and assisting with patient satisfaction improvements.
7	Assist patients with questions regarding clinic policies, procedures, and services.
8	Communicate professionally with patients and visitors, answering inquiries and resolving issues related to registration or billing.
9	Coordinate follow-up appointments based on provider recommendations and patient needs.
10	Ensure accurate collection and entry of patient demographic information during the registration process.

11	Provide assistance with the clinic's patient portals and telehealth services, ensuring patients understand how to access their health information.
12	Translate for providers as needed to assist patients with language barriers.
13	Ensure compliance with HIPAA and clinic confidentiality policies when handling patient information.
14	Verify patient data for accuracy and correct any errors to maintain up-to-date and accurate patient records.
15	Verify insurance coverage and eligibility before scheduling appointments to ensure accurate billing.
16	Assist with explaining co-payments or outstanding balances to patients.
17	Participate in bad debt management efforts by collecting payment information and following up with patients on balances.
18	Process payments and issue receipts to patients, ensuring accurate documentation of transactions.
19	Collaborate with clinic staff to ensure seamless patient care and coordination across departments.
20	Greet patients and ensure they are directed to the appropriate areas for care.
21	Respond to patient inquiries regarding registration, insurance, and billing with professionalism and empathy.
22	Schedule patient appointments and maintain up-to-date records of appointment times, cancellations, and rescheduling.
23	Attend regular staff meetings to stay informed of updates and changes in clinic operations.
24	Assist with orientation and training for new registration clerks or other administrative staff as needed.
25	Translate for providers when necessary to facilitate communication with patients who may have language barriers.
26	Other duties as assigned by supervisor or Department Director.
<b>B</b>	<b>Infection Control Duties and Responsibilities</b>
1	Follows Infection Control guidelines and policies for Gonzales Healthcare Systems.
<b>C</b>	<b>Safety Duties and Responsibilities</b>
1	Follows Safety guidelines and policies for Gonzales Healthcare Systems.