

## Medical Receptionist – Kapa'a

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Ho`ola Lahui Hawai`i is an FQHC, non-profit community health organization serving families throughout the county of Kaua'i. We are seeking a full-time Medical Receptionist for our Kapa'a medical clinic.

Our Medical Receptionist is a team player and able to work with our patients, patients' families, staff members and health care providers. This healthcare professional is personable, with the ability to empathize and sympathize with patients and patient's families. This position requires professionalism and the ability to maintain confidentiality in regard to patient care.

### Position requirements/description

#### Duties include:

- Checks and updates patient registration information each visit.
- Verifies insurance coverage for all patients.
- Confirms and schedules/reschedules appointments as necessary.
- Answers phone calls with appropriate salutation; identification of person answering phone -- friendly, courteous, cordial. Take incoming messages and distributes appropriately.
- Collects co-payments and patient balance due. Answers billing questions as best as possible, in collaboration with Billing Dept.
- Continually looks for ways and offers positive input to improve patient flow or other operational matters.
- Promotes patients' rights and is knowledgeable of the patient communication process.
- Ensures new patient registration form is complete and updated in EMR, with a copy of insurance cards and Health History scanned into EMR.

#### Required:

- Tuberculosis clearance.
- Flexible, organized, mature, impartial, and ethical.
- Able to communicate clearly and tactfully with others.
- Legible, complete and timely documentation and charting.
- Ability to problem-solve, set priorities, and work with multiple distractions and interruptions.
- Self-motivated, honest, energetic, and committed.
- Possesses tact and interpersonal skills necessary to deal with patients, physicians, providers, employees and others.
- Familiarity with our various Hawai'i cultures and languages.
- Culturally sensitive to the needs of the people of the community.

#### Preferred:

- Good understanding of medical terminology and experience in the healthcare field.

*Ho`ola Lahui Hawai`i is an Equal Opportunity Employer. Employees of Ho`ola Lahui Hawai`i and applicants for employment shall be afforded equal opportunity in all aspects of employment without regard to race, color, age, religion, veteran's status, citizenship, national origin, ancestry, disability, sex, sexual orientation, arrest or court record, marital status, genetic information, gender identity or expressions, domestic or sexual violence victim status, or any other classification protected under state or federal law.*

Excellent pay and benefits. Submit resume and cover letter to Human Resources Director via email.