

PART I	HAWAII HEALTH SYSTEMS CORPORATION	1.035
	STATE OF HAWAII	1.037
		1.038

Class Specifications
for the Classes:

CLINIC RECEPTIONIST I, II, III
SR-11; SR-12; SR-13
BU:03

CLINIC RECEPTIONIST I 1.035

Duties Summary:

Welcomes patients to the clinic or outpatient services unit; interviews patients or accompanying parties to obtain required data; inputs information into computer system; schedule appointments, diagnostic studies, outpatient procedures and referrals; performs a variety of fiscal record keeping and clerical services; prepares, collects, files and maintains patient medical records; types and maintains related records; and performs other duties as required. Positions are subject to work on weekends and float to any clinic site as needed.

Distinguishing Characteristics:

Clinic Receptionist I positions are typically of two general types:

Type A: A Clinic Receptionist I who is responsible for greeting patients for the clinic; scheduling appointments and procedures; interviewing patients to obtain necessary data and for performing a variety of clerical and record keeping services.

Type B: A Clinic Receptionist I who is responsible for receiving patients for an outpatient services unit (i.e., imaging, rehabilitation) ; scheduling appointments and procedures; interviewing patients to obtain necessary data and for performing a variety of clerical and record keeping services.

Examples of Duties:

Welcomes patients to the clinic or outpatient services unit; interviews patient or representative to obtain identifying information, such as name, address, age, phone number, persons to notify in emergency, attending physician, and individual or insurance company responsible for payment; prepares fee tickets; retrieve, prepare, file, and purge medical records; determines and collects charges for services or

completes insurance documentation for processing; issues receipts for payments; verifies insurance eligibility and prior-authorization requirements for all exams/procedures; answers telephones; utilizes pages and overhead paging system as appropriate; takes messages; prepares and mails correspondence, letters and memoranda; assists with follow up on additional patient information, outstanding payment balances and insurance information; schedules appointments, diagnostic studies, outpatient procedures and referrals; reminds patients of appointments and follows up on missed appointments; orders clerical supplies for the clinic; performs record keeping, filing, typing, inputting data into computer system, and maintains a clean and healthy reception area.

Knowledge and Abilities Required:

Knowledge of: Office practices and procedures; grammar, spelling, punctuation and work usage; use of standard office machines; techniques of interviewing others to obtain pertinent information.

Ability to: Make arithmetic computations; compare names and numbers rapidly and accurately; utilize pagers and overhead paging system, teleprocessing terminal, file materials numerically and alphabetically; follow oral and written instructions; deal tactfully and effectively with the public; work harmoniously with others; understand, explain and apply policies, procedures, rules and regulations pertinent to patients receiving clinic medical care; keep matters confidential; interview others to obtain pertinent information.

CLINIC RECEPTIONIST II

1.037

Duties Summary:

This position performs lead clinic receptionist functions for two (2) to three (3) clinics. Welcomes patients to the clinic; interviews patients or accompanying parties to obtain required data; inputs information into computer system; schedules appointments, diagnostic studies, outpatient procedures and referrals; performs a variety of fiscal record keeping and clerical services; prepares, collects, files and maintains patient medical records; and types and maintains related records. In addition lead clinic receptionist duties includes; plans, prepares and maintains clinic staff schedules; orders clinic specific supplies; ensures proper functioning of office equipment; contacts vendors regarding clinic equipment related issues; and performs other duties as required. Positions are subject to work on weekends and float to any clinic site as needed.

Distinguishing Characteristics:

A Clinic Receptionist II is responsible for performing clinic receptionist functions for two to three clinics, characteristic of the next lower level and lead clinic receptionist duties which includes, plans, prepares and maintains clinic staff schedules; orders clinic specific supplies; ensures proper functioning of office equipment, and contacts vendors regarding clinic equipment related issue, maintenance requests, phone/IT systems issues.

Examples of Duties:

Welcomes patients to the clinic; interviews patient or representative to obtain identifying information, such as name, address, age, phone number, persons to notify in emergency, attending physician, and individual or insurance company responsible for payment; generates weekly Provider encounter visit reports and follow ups with staff and providers for submission, prepares fee tickets; retrieves, prepares, files, and purges medical records; determines and collects charges for services or complete insurance documentation for processing; issues receipts for payments; answers telephones; utilizes pages and overhead paging system as appropriate; takes messages; prepares and mails correspondence, letters and memoranda; assists with follow up on additional patient information, outstanding payment balances and insurance information; schedules appointments, diagnostic studies, outpatient procedures and referrals; reminds patients of appointments and follows up on missed appointments; orders clerical supplies for the clinic; performs record keeping, filing, typing, inputting data into computer system, plans, prepares and maintains clinic staff schedules; orders clinic specific supplies; ensures proper functioning of office equipment; contacts vendors regarding clinic equipment related issues; and maintains a clean and healthy reception area.

Knowledges and Abilities Required:

In addition to the knowledges and abilities required at the next lower level, positions in this class require:

Knowledge of: Preparation and maintenance of clinic staff schedules for efficient operations; ordering of clinic specific supplies; operation and maintenance of various office appliances/equipment; and good knowledge of clinic operations and procedures.

Ability to: Plan and coordinate clinic receptionist responsibilities for multiple clinics; prepare and maintain clinic staff schedules; ensure proper functioning of office and clinic equipment.

CLINIC RECEPTIONIST III

1.038

Duties Summary:

This position performs lead clinic receptionist functions for four (4) or more clinics, or performs lead clinic receptionist functions as a Subject Matter Expert (SME). Lead clinic receptionist duties includes: plans, prepares and maintains clinic staff schedules; generates weekly Provider encounter visit reports and follow ups with staff and providers for submission, orders clinic specific supplies; ensures proper functioning of office equipment; contacts vendors regarding clinic equipment related issues; training and orientation of new staff; training staff on all computer system updates/revisions; communicate all new and revised operation and/or procedure changes for the clinic and performs other duties as required. Positions are subject to work on weekends and float to any clinic site as needed.

Distinguishing Characteristics:

Clinic Receptionist III positions are typically of two general types:

Type A: A Clinic Receptionist III is responsible for performing lead clinic receptionist functions for four or more clinics, characteristic of the next lower level and additional lead clinic receptionist duties of training and orientation of new staff; training staff on all computer system updates/revisions and for communicating all new and revised operation and/or procedure changes for the clinic.

Type B: A Clinic Receptionist III who is the subject matter expert (SME), performing as a lead clinic receptionist including training and orientation of new and existing staff on all computer system updates/revisions and for communicating all new and revised operations and/or procedure changes for the clinic(s).

Examples of Duties:

Monitors and updates Service Requests (SR's) to add/remove duplicate employers, add new insurance carriers and create provider templates; ensures proper utilization of the system; develops tip sheets to document best practices; trains and orients new staff; trains staff on all computer system updates/revisions; communicates all new and revised operation and/or procedure changes for the clinic. Welcomes patients to the clinic; interviews patient or representative to obtain demographics and individual or insurance company responsible for payment; prepares fee tickets; retrieves, prepares, files, and purges medical records; determines and collects charges for services or completes insurance documentation for processing; issues receipts for payments; answers telephones; utilizes pages and overhead paging system as appropriate; takes messages; prepares and mails correspondence, letters and memoranda; assists with

follow up on additional patient information, outstanding payment balances and insurance information; schedules appointments, diagnostic studies, outpatient procedures and referrals; reminds patients of appointments and follows up on missed appointments; orders clerical supplies for the clinic; performs record keeping, filing, typing, inputting data into computer system, plans, prepares and maintains clinic staff schedules; orders clinic specific supplies; ensures proper functioning of office equipment; contacts vendors regarding clinic equipment related issues; and maintains a clean and healthy reception area.

Knowledges and Abilities Required:

In addition to the knowledges and abilities required at the next lower level, positions in this class require:

Knowledge of: Through knowledge of clinic operations and procedures, preparation and maintenance of clinic staff schedules for efficient operations and principles and practices for training.

Ability to: Plan and coordinate clinic receptionist responsibilities for multiple clinics; prepare and maintain clinic staff schedules; communicate positively and effectively with staff, understand, explain and apply policies, procedures, rules and regulations pertinent to the clinic operations; and train and instruct staff on all computer systems updates/revisions, and clinic operation and procedures.

This is an amendment to the class specifications for the class, CLINIC RECEPTIONIST III, to include additional distinguishing characteristics of Type B and additional examples of duties, effective January 3, 2020.

This is the first class specifications for the classes, CLINIC RECEPTIONIST I-III.

DATE APPROVED: Jan 3, 2020



JUANITA LAUTI
Chief Human Resources Officer