



Heart of Ohio Family Health  
Job Description  
Front Desk Specialist/Interpreter

**Summary:** This position supports the Organization in the following manner:

- Greet patients, visitors and others upon entry and, if required, process the account upon their exit
- Set appointment times and call patients to confirm appointments
- Support the clinical staff with an available patient chart / record
- Gather and evaluate confidential patient information, including insurance or financial data for the purpose of determining patient responsibility and/or qualification for financial assistance
- Accurately maintain the patient data base software system
- Serve as a recipient for packages, etc. (with limitation)
- Serve as a payment collection resource, including a reconciliation at the end of the business day

**Reports to:** CFO

**Supervises:** N/A

**Dress Requirement:** Scrubs

**Work Schedule:**

Monday through Friday during HOFH's standard business hours  
Times are subject to change due to business necessity

**Exempt**

**Non-Exempt**

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**Job Duties,** these are considered essential to the successful performance of this position:

- ✓ Pull the patient's record or prepare a new record / chart in preparation of the clinical visit
- ✓ Optimistically greet persons upon entry and assist them upon exit, striving to meet and exceed the expectations of patients, visitors and other staff members
- ✓ Notify the appropriate staff member of their appointment's arrival
- ✓ Gather and evaluate confidential patient information, as related to insurance or financial data for the purpose of determining patient responsibility and/or qualification for financial assistance

- ✓ Perform verification on insurance data and/or benefit enrollment that is submitted by the patient
- ✓ Accurately maintain the patient data base software system by ensuring all data entered is true and correct
- ✓ Answer the phone in a timely and efficient manner, identifying the Organization and optimistically greeting the caller
- ✓ Transfer all phone calls to the appropriate staff member
- ✓ Set appointment times in coordination with the medical staff work schedule and call patients to confirm appointments
- ✓ Accept deliveries - except those required to have a personal signature from an employee; notify the employee or the HR Officer / Compliance Officer
- ✓ Collect payment and co-payment for medical services rendered
- ✓ Accurately perform daily closing procedure
- ✓ Consistently ensure HIPAA regulations and other federal, state and local laws and regulations pertaining to the duties of this position are observed
- ✓ Adhere to all of the Organization's policies and procedures, especially the hazardous, health and safety procedures
- ✓ Other duties as assigned (non-essential)

**Job Qualifications** (Experience, Knowledge, Skills and Abilities)

- ✓ Prefer experience with Allscripts software system
  - ✓ Prefer experience with ICD-9, ICD-10 and CPT codes or other medical codes
  - ✓ Prefer experience in a physician's office, clinic, hospital business office, billing office or related area dealing with the public in collection of data and funds
  - ✓ Understanding of laws and regulations impacting the registration procedure
  - ✓ Prefer an understanding of third party payer benefits and the requirements and methods for reimbursement
  - ✓ Ability to accurately enter data, preferably typing at a minimum of 45 wpm
  - ✓ Ability to accurately input the ICD-9 ICD-10 and CPT codes and/or other information as dictated by the physician or nurse practitioner while understanding the relationship of diagnosis and procedural codes so errors can be corrected prior to a rejection of the billing
  - ✓ Has the ability to diffuse and handle difficult situations by using good judgment, control of emotion and diplomacy
  - ✓ Demonstrates grammatically-correct verbal and written communication skills
  - ✓ Demonstrates efficient and courteous telephone skills
  - ✓ Demonstrates resilience, a positive attitude and the ability to work well in a fast paced, rapidly changing environment
  - ✓ Ability to work in a team setting and/or with minimal supervision
  - ✓ Bilingual in Nepali
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