
 <p><b>Family Health Services Inc.</b> FAMILY PLANNING LOVESAFELY.COM</p>	
<b>Family Health Services, Inc.</b>	
<b>Position Description Medical Receptionist</b>	
630 N Cotner Blvd Suite 204 Lincoln, NE 68505	

**Job Summary:**

Perform the “front-office” functions at the Family Health Services sexual and reproductive health clinic in Lincoln with a strong focus on customer service and accuracy. Perform all client account maintenance functions including scheduling appointments, verifying income, maintaining records, collecting satisfaction surveys, and collecting payments.

**Job Responsibilities:**

- Lead the Family Health Services clinic in compliance with the Federal guidelines for Title X funded Family Planning clinics and the organization’s policies and procedures.
- Represent the organization in a competent, professional, and ethical manner.
- Sign and adhere to agency confidentiality policy.
- Participate in training as required.
- Assist with outreach activities to reach individuals in the community as needed.
- Perform other reasonably related duties as assigned by supervisor.

**Receptionist Responsibilities:**


- Correspond with and greet all clinic visitors and employees in a professional and friendly manner (in-person and over the phone).
- Open/close the clinic and perform daily tasks as directed.
- Organize the structure of the clinic’s front office.
- Schedule appointments as needed.
- Accurately verify patient income and assign the appropriate payment level based on the sliding fee scale.
- Gather and verify all demographic and insurance information during patient registration.
- Accurately record all services provided at the end of the patient visit.
- Accurately process payments at the end of the patient visit.
- Deposit and reconcile payments.
- Encourage patients to complete a satisfaction survey at the end of the patient visit. Aggregate and report patient satisfaction survey data.
- Coordinate patient assistance program documents as needed (for example, Every Woman Matters, or medication assistance programs).
- Maintain accurate records and ensure that the Electronic Health Records are complete.
- Ensure appropriate documents are sent with all lab specimens.
- Send patient records and orders to other health care facilities as needed.
- Maintain inventory of office supplies and order office supplies as needed.
- Comply with OSHA and CLIA standards.

**Qualifications:**

- High school diploma/certificate.
- Minimum of two years medical office experience.
- Fluency or communication skills in a second language is preferred but not required.

**Work Schedule:**

Typically, Monday through Friday 8:00am to 4:30pm. However, hours may vary to include evenings and weekends to meet the needs of the agency.

	
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**Reports To:**

Family Planning Program Manager

**FLSA Status:**

Non-Exempt

**Salary Grade:**

\$18-20/hour, commensurate with experience. Benefits package included.

Family Health Services is committed to a policy of equal employment opportunity. We are also committed to building a diverse staff and strongly encourages applications from candidates who are Black, Indigenous, or People of Color (BIPOC), women, LGBTQIA2S+, New Americans, disabled, those with non-traditional forms of education, those who have experienced incarceration or have been system-involved, and those who have experience living in a household whose income is below the federal poverty threshold.