



**Position Title:** Front Desk Staff  
**Department:** Administration  
**Reports to:** Front Desk Supervisor  
**Supervision of:** None  
**Status:** Non-Exempt

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### **General Summary**

This position is one of the most important functions in the health care delivery system and the first point where contact is made personally or by telephone. Employee is responsible for greeting and assisting in a patient-centered manner at time of check-in and check-out. Assures all necessary forms have been scanned in electronic medical chart and updates patient demographics and insurance information in MD-PM/MD-EMR. Responsible for scheduling patient appointments, according to required provider targets and appointment templates. Employee is responsible for performing financial screens according to Hope Clinic policy to determine patient eligibility for programs. Employee provides a friendly, calm, professional environment for patients. Employee reports directly to the Front Desk Supervisor.

### **JOB DUTIES**

- Greet patients as they register per registration protocols at front desk or by telephone.
- Collect all documentation and copy of insurance card.
- Review and verify patient coverage of insurance or other agencies and compute the charges to be paid by patient.
- Collect co-pays/sliding scale fees/schedule payment/full cost prior to the patient being seen by the provider per established policies and procedures. Inform patient of their outstanding balance, collect said balance, and issue cash receipt when monies are collected.
- Answer incoming calls from call center and route them to appropriate staff.
- Schedule appointments; direct walk-in patient(s) and emergencies as per established policies and procedures of clinic.
- Call and remind patient of his/her appointment.
- Work closely with Medical; Dental; and Nursing staff to assure smooth patient flow.
- Follow up with cancellation; no show; reschedules on scheduling software.
- Communicate patient(s) problem/complaint to the front desk supervisor.
- Ability to work under pressure.
- Ability and willing to treat all patient(s) with the utmost kindness and consideration in the most trying situations.
- Friendly personality with the desire to work with the public.
- Ability to handle multi-functions.
- Understanding of community based organizations.
- Ability to relate to the public regardless of ethnic, religious and economic status.
- Other related duties as the job requires.

**EDUCATION AND EXPERIENCE**

- High school graduate/GED.
- Training from a vocational school in lieu of the above.
- Medical experience from a similar setting.
- Medical terminology and triage procedure.
- Bilingual in English and Spanish, preferred.
- Must possess a valid Texas driver's license.
- Ability to work.

**ENVIRONMENTAL WORKING CONDITIONS**

Activities that occur frequently are: sitting, using fingers, handling, talking, and hearing.

**DISCLOSURE STATEMENT**

The above statements reflect the general details considered necessary to describe the essential functions of the job identified, and shall not be considered as a detailed description of all work requirements that may be inherent in the position.

**EMPLOYEE ACKNOWLEDGEMENT**

**Hope Clinic Mission Statement:**

Hope Clinic exists to show the light of God's love to the medically underserved in and around Ellis County by ministering to their physical, spiritual and emotional needs in a comprehensive outpatient healthcare center.

**APPROVAL AND DATES**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date