

Klamath Health Partnership

Job Description and Responsibilities



Position: Intake Specialist

Salary Range: \$
Status: Non-Exempt
Reports to: Medical Records Supervisor
Approved:

The Intake Specialist while complying to HIPAA law is responsible for interviewing incoming patients or representatives. The Intake Specialist must enter information required for patient admission into the electronic health record in a timely manner consistent with clinic registration procedures.

Key Responsibilities

- Greet patients as welcomed guests to our office, following office guidelines for efficient check in
- Interview patients to obtain and record name, address, age, income, emergency contact, name of physician they are to see, and individual or commercial insurance company responsible for payment.
- Contact insurance company to verify patient coverage and obtain information concerning the extent of benefits.
- Explain clinic regulations such as hours, payment of accounts, and schedule of charges.
- Schedule office appointments according to office guidelines.
- Confirm appointments and reschedule appointments when necessary.
- Patient reassignment.
- Perform other duties as assigned.

Desired Knowledge, Skills, and Abilities:

- High school diploma or general education degree; or one to three months' related experience and/or training; or equivalent combination of education and experience
- Ability to answer and make phone calls.
- Ability to type.
- Ability to make and respond to administrative and medical tasks.
- Ability to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving concrete variables in standardized situations.
- Ability to read and comprehend simple instructions, short correspondence and memos.
- Possess knowledge of modern office equipment, systems, and procedures
- Apply general rules, regulations and policies to specific work situations.
- Possess the tact necessary to deal effectively with patients, physicians and employees.

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Accommodations

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to walk, talk, bend, lift, carry, write, and hear. The employee frequently is required to stand, walk, sit and use hands to finger, handle or feel. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

Employee Position Description Acknowledgment

I have received a position description or summary of the duties I am to perform. I understand what my duties entail and affirm that I possess the requisite knowledge, skills, abilities, experience, and education to perform the duties described. I can perform them with or without reasonable accommodation. I understand that jobs and duties are subject to change from time to time, as Klamath Health Partnership, Inc., its Board of Directors, Executive Director, or my immediate supervisor deem necessary. Thus, I may be required to perform duties other than those listed, and my job may change over time.

KHP's hours are from 7:00 am to 7:00 pm, six days a week, including Saturdays. You will need to coordinate with your manager to determine your work schedule. Depending on the position, you may be required to work at one of our satellite locations.

I understand that I am expected to report to work as scheduled, on time, prepared to start work, and will remain at work for my entire work schedule. I am responsible to avoid late arrival, early departure, or other disruptive absences from scheduled hours as far as practicable. My schedule will be prearranged by my departmental supervisor based upon the operational needs of Klamath Health Partnership, Inc., and in keeping with its core mission. I realize that staffing needs and operational demands may necessitate variations in starting and ending times, leave requests, as well as variations in the total hours that may be scheduled each day and week. I will seek guidance from my supervisor or the Human Resources Specialist for clarification of all scheduling questions, requests, and guidelines.

I understand that this position description is not a pledge of continued employment in this or any other job for any specific period of time or under any specific circumstances or conditions. This position description does not change the terms and conditions of the at-will employment relationship explained in the corporate policy handbook.

Employee Signature

Date

Klamath Health Partnership

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Human Resources Generalist

Date