

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.