
Job Title	Registration Representative
Department	Registration & Scheduling
Reports to	Front Desk Team Lead
Effective Date	2/9/2024

Position Summary

The Registration Representative position is responsible for a variety of administrative tasks essential for the efficient care of patients at NeighborHealth Center (NHC), including handling incoming calls, scheduling appointments, and registering patients. Upon completion of training, the Registration Representative will be assigned to a Care Team to assist in taking care of that Care Team's population of patients. Staff are required to document their work in the practice management system, attend to patients in a timely and professional manner, and keep their work areas in good order.

Principal Duties and Responsibilities*

1. Appointment Scheduling
2. Answer inbound phone calls and function as a switchboard operator as necessary.
3. Make appointments for patients.
4. Process appointment cancellations and rescheduling due to change in provider schedules as assigned by the supervisor.

Patient Registration

1. Complete registration process for patient appointments, including demographic and insurance verification, patient management system data entry and revision, payment collection, chart creation, and other clerical work as necessary.
2. Assist patients, or refer them as necessary, with questions and completion of forms or applications related to their insurance coverage.
3. Prepare work area for the beginning of every business day, including clerical work, chart construction, and any other tasks as required by the clinical staff.
4. Process missed appointments, error reports, insurance pre-verification reports, and other registration-related reports as necessary.
5. Become familiar with and follow current protocols for all of the above-listed functions, as well as specialized functions such as the processing of lab-only visits, and other functions as necessary.
6. Assist your assigned Care Team in completing tasks.

Working standards and documentation

1. Greet and interact with all patients, staff and visitors in a pleasant and professional manner.
2. Monitor and update worklists and queues to ensure that no patients are subjected to unnecessary delays.
3. Thoroughly, accurately, and promptly document all work completed in the practice management system.
4. Be knowledgeable of and in compliance with applicable standards, laws and regulations by regulatory and accrediting organizations.
5. Regularly check mail, e-mail and voicemail and respond promptly and professionally to all inquiries.
6. Attend to shared responsibilities in each work area, including answering phones, cleaning, stocking, and organizing common work areas, and assisting with orientation and training of other employees as needed.
7. Work a reasonable schedule, which may include an assignment at any location and during any of the hours that NHC provides services.
8. Interpret for limited English proficiency patient/clients in the absence of an interpreter for scheduling/payment information if bilingual.
9. Perform other tasks required in support of the assigned care team.

Required Skills or Abilities*

1. Good interpersonal skills are a necessity, including an ability to work well with the variety of ages, cultures, and temperaments represented among NHC staff and patients, treating others with kindness and professionalism in all they do.
2. Computer literacy in internet use and Windows environment, including Outlook, Word, and Excel with keyboarding skills of at least 45 wpm.
3. Ability to cultivate and develop inclusive and equitable working relationships with co-workers and community members.
4. Ability to serve as an advocate for individuals of all ethnicities, genders, ages, and backgrounds.
5. Knowledge of insurance a plus.
6. Commitment to demonstrating personal integrity through punctuality, honesty, an ability to follow instructions, proper attention to detail in all work matters, and a willingness learn from others.
7. An ability to work independently, take initiative, set priorities in accordance with the needs and mission of the clinic, multi-task, and problem solve in a fast-paced work environment.
8. Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules or locations.
9. Adequate written and verbal communication skills for communicating coherently and professionally with patients and co-workers.
10. Conscientious of departmental and organizational policies and procedures, and able to embrace and personify the mission of the NHC.

Required Knowledge, Experience, or Licensure/Registration

1. High School Diploma or its equivalent.
2. Experience in customer service, office work, or a clinical setting.
3. Ability to read, write, speak, and comprehend English fluently. Bilingual ability preferred.
4. Ability to work onsite Mondays through Fridays between the hours of 8am and 5pm.
5. COVID and flu vaccines

This is a FT PT exempt nonexempt position.

*To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the essential duties of the job.

NeighborHealth Center is an Equal Opportunity Employer. NHC is dedicated to building a culturally diverse staff committed to serving a diverse patient population. We encourage applications from women, minority groups, veterans, and people with disabilities. We do not discriminate based on race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.