



Position: PT Receptionist	
Department: Physical Therapy	
Reports To: PT Department Manager or other leadership as assigned	
FLSA Status: Non-exempt	OSHA Exposure Category: I
Effective Date: June 07	Revised: 12/10, 07/12, 12/15, 1/16

Job Objective: Promotes a positive and professional practice image. The Receptionist/ PT Aide performs a variety of medically related, clerical, accounting and cleaning tasks to facilitate a smooth flow of patients throughout the department and facility.

Qualifications:

1. High School Education or higher.
2. Proficiency with PC software including but not limited to knowledge of Excel, Microsoft Word, Etc.
3. Familiar with Medical Terminology
4. Must obtain BLS certification with-in 6 months of hire..
5. Must be able to read and write English fluently.
6. Must be able to clearly and accurately communicate with nursing, physicians, administration and public.
7. Minimum one (1) year experience on a medical or other healthcare office setting Preferred. Combination of education and experience will be considered.
8. Knowledge of basic billing procedures, financial reports, medical terminology, various medical forms, reports, and processing.
9. Communicate with physicians and facility staff effectively with written and verbal language.

Job Duties:

1. Uses phone system to communicate with patients, medical staff in a professional courteous attentive manner. Obtain and enter in EMR correct patient information for each patient. Verify insurance/ HMO eligibility, collect money.
2. Schedule IP and OP with a positive attitude and courteous manner placing the patient s needs first.
3. Disperse and collect appropriate patient intake forms and scan into EMR.
4. Receptions will perform various clerical duties /billing while maintaining mission, vision, and values of the organization in the PT department and throughout the facility.
5. Clean and stock rooms and department for next patient encounter.
6. Transfers patients to and from hospital as directed by rehabilitation staff.

Disclaimer – Not all inclusive – other duties as assigned. Every effort has been made to make this position description as complete as possible. However, it in no way states or implies that these are the only duties required. The omission of specific statement of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

Mission: Northern Rockies Medical Center provides quality healthcare that serves our communities in a private, safe and caring environment.

Vision: Northern Rockies Medical Center will be the provider of choice, setting the standard for quality healthcare in the region.

Values: Values PEOPLE

- The needs of the patient come first.
- Patients, families, and staff will be treated with courtesy and compassion.

Values QUALITY

- Excellence through continuous improvement in care and safety.
- Teamwork through the unity of all departments to serve our communities and each other.

Values OWNERSHIP

- Doing what is right.
- Having pride in the work we do.
- Holding ourselves accountable for efficient management of NRMC resources.

Schedule: Primarily weekdays (Monday through Friday from 8 am to 5 pm with 1 hour lunch period). Occasionally may be required to adjust schedule hours to include weekends.

Compliance Plan and Code of Conduct: Northern Rockies Medical Center Inc. is dedicated to the highest ethical standards as it is essential to meeting our commitment to our mission and vision. Individual responsibilities include adhering to our organizational Compliance Plan and Code of Conduct.

(A) Maintains awareness and understands the organization-wide compliance plan. Familiar with and adheres to NRMC's published Code of Conduct which provides guidance and expectations regarding confidentiality, conflict of interest, billing, controlled substances, Emergency Medical Treatment and Labor Act (EMTALA), payments for referrals, gifts, anti-kickback laws, safety and health, waste disposal, and compliance with antitrust laws, advertising and marketing, discrimination, insider trading and government requests.

(B) Reports any violation or suspected violation of this Code or other hospital policies or procedures to supervisor, Compliance Officer or through the compliance hotline.

(C) Attends and/or completes mandatory training regarding organizational compliance.

Work Environment: Acute care hospital, professional office setting. Area is well lit and ventilated. Possible exposure to marked changes in temperature, humidity, and noise.

OSHA Exposure Category: (I) Tasks That Involve Exposure to Blood, Body Fluids, Or Tissues. All procedures or other job-related tasks that involve an inherent potential for mucous membrane or skin contact with blood, body fluids, or tissues, or a potential for spills or splashes of them, are Category I tasks. Use of appropriate protective measures should be required for every employee engaged in Category I tasks.

Dress Code: Must comply with Northern Rockies Medical Center Dress Code Policy Admin.0012 and departmental guidelines.

Physical Demands: Requires repetitive, bending, pulling, pushing, kneeling, walking and lifting up to 50 lbs.

Employee Certification: I have read the above JOB DESCRIPTION and accept the responsibilities as outlined. I know of no reason that will keep me from performing the duties as described without reasonable accommodations being made by Northern Rockies Medical Center (NRMC). I agree to inform my supervisor immediately if I am unable to perform as expected.

Employee Signature

Date