



## San Antonio AIDS Foundation Job Description

<b>Job title</b>	<i>Medical Receptionist I</i>
<b>Reports to</b>	Director of Community Health
<b>Salary</b>	\$17 - \$19 per hour
<b>Status</b>	Full Time

### SAAF Mission

The San Antonio AIDS Foundation seeks to reduce HIV transmission, provide support and treatment for those living with HIV, reduce stigma and support positive sexual health. SAAF provides sexual health education, STI and HIV testing and counseling, medical care, case management, housing and meal support, mental health services and referrals for dental health. Access to care and early intervention have a significant impact on the health and well-being of people living with HIV.

This position demands a high level of cultural competency of the unique needs of the LGBTQIA+ community, communities of color, and other marginalized populations.

### Position

The Medical Receptionist is often the first contact for people who come to SAAF for HIV/STI testing or medical care. The Medical Receptionist serves as the point of contact with other internal and external departments, all with the goal of fostering an environment which promotes patient comfort and trust. Essential duties include providing patient services via phone and in person; referring callers to the appropriate departments; making appointments for patients according to established clinic protocols; assisting patients/clients with forms. This position includes assisting patients with payment arrangements, medical billing, insurance verification and documenting patient information in the electronic medical record system.

This position demands a high level of cultural competency of the unique needs of the LGBTQIA+ community, communities of color, and other marginalized populations.

### Duties and responsibilities

- Welcomes and greets patients/clients/visitors to the department in a manner that is helpful and friendly; determines purpose of visit and direct patients/clients/visitors to appropriate person or department(s)
- Answers and triages calls
- Prepares medical records for the week's appointments, maintaining security of medical records, and obtains clinical provider signatures as needed and requested for documentation and billing purposes.
- Practices confidentiality and privacy protocols in accordance to clinic policies and HIPAA
- Schedules patient flow to clinic based on predetermined appointment arrangements to allow the clinic to serve an adequate number of patients as established by grant requirements.



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- When scheduling appointment, gathers all pertinent information for medical records and verifies method of payment for service (Medicare, private insurance, private payee, etc.) and collects data and/or payment as appropriate and scans all documentation into the electronic medical records system (eCW)
- Obtain and verify prior authorizations
- Schedules medical transportation as needed, including checking for eligibility prior to transportation set-up

### Qualifications

#### EDUCATION AND EXPERIENCE

- High school diploma or equivalent
- Prior administrative or clerical experience in clinical or community-based setting required

#### KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of medical insurance terminology, medical benefits, billing process while maintaining HIPAA standards.
- Experience with patient assistance and government (Medicaid and Medicare) programs.
- Ability to work independently, give attention to detail, prioritize and perform several tasks together without losing concentration.
- Excellent typing and computer usage skills, including Microsoft Word and Excel proficiency.
- Effective in communicating clearly in writing and in speaking.
- Fluent Spanish speaking preferred but not required.

### Working conditions

This job operates in a clinical environment. This role routinely uses standard medical and office equipment. The position may also require working with challenging clients and defusing client affairs as needed.

### Physical requirements

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; balance; stoop, kneel, and crouch or crawl. The employee must occasionally lift or move up to 50 pounds.

As SAAF works daily with clients who may be immunocompromised, evidence of COVID-19 vaccination is required.