



CASA de SALUD

Always by Your Side

Bilingual Receptionist

ABOUT CASA DE SALUD

Casa de Salud (Casa) delivers high quality clinical and mental health services for uninsured and underinsured patients, focusing on new immigrants and refugees who encounter barriers to accessing other sources of care. Casa's vision is to combine low-cost access to treatment with a focus on long-term prevention that results in better health and lower costs. Casa is unique in that it is the only organization in the metro area that offers the new immigrant community low-cost access while also acting as a portal to other services through our collaboration with numerous health and social service organizations throughout the metro St. Louis area.

POSITION SUMMARY

The receptionist staffs the front desk and is often the first contact patients, volunteers, and community members have with Casa de Salud. It is important that the receptionist is courteous, helpful, and professional in all interactions. The receptionist also has significant roles in maintaining patient medical records and managing transactions for services. There are several receptionists who work together to staff the front desk, and communication and patient tracking must transition smoothly among staff. These duties require attention to detail and ability to follow standard procedures.

OVERALL RESPONSIBILITIES

Patient Activities

- Greet patients and agency visitors; direct people to the appropriate location and services; be courteous, polite, and helpful to the public and clients at all times
- Maintain patient sign-in sheet
- Assist patients in accurately completing and signing appropriate forms; input the forms into the electronic medical record
- Schedule patient appointments according to established procedures
- Track patient data including no-shows, waiting lists, payment plans, etc.
- Protect patients' rights by maintaining confidentiality of all personal and financial information

Accounting

- Collect patient fees and document all transactions according to protocols; prepare, balance, and submit daily financial documentation
- Manage the cash box and transfer daily receipts into safe

Office Responsibilities

- Assure readiness of the reception area for each working day; open building at the designated time and have all front desk activities fully operational at the start of business hours; notify the appropriate person if there are any problems
- Provide efficient and professional telephone services; transfer calls according to established protocols; listen and respond, as appropriate, to voice messages
- Secure building at the close of each working day; turn off or unplug appliances and machines according to agency protocols and lock all entrances
- Participate in staff and educational meetings
- Provide administrative support to clinical staff including providing schedules, scanning and uploading records, responding to records requests, interpreting, among other duties
- Maintain and manage patient records in compliance with HIPAA privacy and security regulations
- Communicate regularly with clinic manager and administrator
- Pull and file patient charts as needed

- Other duties as assigned
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ESSENTIAL QUALIFICATIONS

- Proficiency in written and spoken English and Spanish required
 - Prior receptionist experience preferred
 - Ability to work accurately and efficiently in a fast-paced environment
 - Demonstrated initiative and organizational skills
 - Ability to work effectively with people with diverse backgrounds
 - Working knowledge of Microsoft Word and Excel, and ability to learn the electronic medical record system
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WORKING CONDITIONS

- Work is normally performed in a typical office environment
 - Typical work hours include business hours, evenings, and weekends
 - Average physical effort with some handling of light weights such as supplies or materials on an infrequent basis (10-15 pounds)
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BENEFITS

Part-time employees are not eligible for benefits. Full-time employees are eligible for a full benefits package, including health insurance, 401(k), and paid time off

APPLICATION INFORMATION

Casa de Salud considers qualified applicants for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.

Position is open until filled; first reviews begin immediately.

Interested applicants should send a cover letter and resume to info@casadesaludstl.org or 3200 Chouteau Ave. St. Louis, MO 63103. www.casadesaludstl.org