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## Job Description

Job Title: Client Access Representative

Reports to: COO of Clinic

FLSA Status: Non-exempt

Date Approved: 2/16/22 KAR

### SUMMARY

Front desk position entailing client check-in, co-pay collection, and receptionist duties.

### ESSENTIAL FUNCTIONS

- Answers switchboard, routes calls, greets clients and visitors.
- Oversees client sign-in, accepts and records co-payments for services. Informs staff person that their client has arrived for appointment.
- Runs daily cash received report and ensures the payment amounts are consistent with the amount actually received.
- Assists staff with documents that need to be mailed or given to clients.
- Ensures the waiting room is tidy and kept clean and safe for incoming clients throughout the day (disinfecting per agency policy).
- Must access only the minimum necessary protected health information (PHI) for the performance of job duties. Must actively protect the confidentiality and privacy of all protected health information they access in all its forms (written, verbal, and electronic, etc.) taking reasonable precautions to prohibit unauthorized access. Must comply with all Huther Doyle privacy policies, procedures and protocols. Must follow HIPAA privacy guidelines without deviation when handling protected health information.
- May schedule client appointments in electronic medical record (10e11) as requested.
- Must demonstrate a commitment to working as part of a multi-cultural staff to provide culturally appropriate services to a widely diverse client population.
- Performs all job functions in compliance with applicable federal, state, local and company policies and procedures.
- May schedule client appointments in electronic medical record (10e11) as requested.

### QUALIFICATIONS

Minimum of high school diploma or G.E.D., with at least one year of office experience, preferably in a public facing role at a health-related facility. Must be computer literate with ability to use Microsoft Office programs (Word, Outlook, Teams) and ability to learn new computer programs with training.

### WORKING CONDITIONS / PHYSICAL DEMANDS

Office environment requiring frequent sitting, standing, walking, typing, and communication with clients and visitors.

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The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Huther Doyle is committed to a policy of non - discrimination and equal employment opportunity. All clients, employees, applicants, and other constituents of Huther Doyle will be treated with respect and dignity regardless of race, national origin, gender, age, religion, disability, veteran status, marital / domestic partner status, parental status, sexual orientation and gender identity and / or expression, or other dimensions of diversity.

Note: External and internal applicants, as well as position incumbents who are or become qualified disabled individuals, as defined under the Americans with Disabilities Act, must be able to perform the essential job functions either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.