



JOB ANNOUNCEMENT

JOB TITLE: Medical Receptionist-Hematology and Oncology

CLOSE DATE: January 11, 2021

POSITION DETAIL: Full-Time, Benefit Eligible, 1.0 FTE.

SCHEDULE: Onsite Monday-Friday 8:30 a.m. to 5:00 p.m.

GENERAL FUNCTION:

Provide professional administrative support, scheduling, and coordination for Salish Cancer Center patients and community members. Medical reception will serve as a liaison between the patients and clinic, and will ensure excellent customer service and patient experiences for all patients and prospective patients of Salish Cancer Center. **This position is not remote.**

ESSENTIAL JOB FUNCTIONS:

- Answer multi-line telephone calls and effectively route calls to appropriate departments and individuals involved in patient care.
- Accurately schedule patient appointments within the EHR, working with other team members to coordinate appropriate dates and times for care including office visits, lab draws, and chemotherapy.
- Provide checkout to each patient leaving the clinic, both in-person and virtually, by reviewing orders (radiology/lab/referral) for completeness and scheduling patient for follow-up visits as ordered by the provider.
- Monitor No-Show and Cancellations and provide same day follow up for rescheduling and alerting clinical staff to any hospitalizations or symptom concerns, routing calls with reported symptoms to the triage department.
- Insurance verification and general communication to the patient population regarding eligibility, insurance benefits, and basic coverage questions.
- Back-up provider schedule blocking and templating within the EHR.
- Supplement sales, inventory, and payment reconciliation in collaboration with Accounting, Integrative Providers, and the reception department.
- Mail sorting and distribution as designated.
- Cross-train to provide back up for new patient referrals, and authorizations for services rendered.
- HIPAA compliant and thorough documentation of patient interactions and coordination of clinical communications as necessary.
- Maintain effective organizational systems for daily cash, copay collection, and cash box audits. Follow procedures for payment and cash reconciliation in billing system and with accounting.
- Enter complete and accurate patient demographics in practice management system and OncoEMR.
- Schedule in-service appointments for outside entities including pharmaceutical representatives, working with the Clinical Supervisor to ensure appropriate content and education is scheduled.
- Adhere to Salish Cancer Center dress code and professionalism standards to allow for positive representation and presentation to the community and patients we serve.

- Other duties as assigned.

MINIMUM REQUIREMENTS (EDUCATION AND EXPERIENCE):

Required: High School Diploma or GED. Experience with multi-line phone systems. Experience with cash collection, payment posting, and payment reconciliation. Knowledge and understanding of practical application of HIPAA compliance guidelines. Proficiency in Microsoft Office (Excel and Word) and Outlook applications including Mail and Calendar. Two (2) years of medical reception experience in Outpatient Oncology. Comparable experience with a similarly challenging specialty may be considered on a case-by-case basis. Extensive experience with Washington State insurance companies including benefit eligibility and obtaining prior authorizations to include initial verification, confirmation of covered services, interpretation of benefit details and communications with patients about covered services. Suitable candidates will be highly organized, enjoy a fast-paced office setting, maintain professionalism with clients and coworkers, and will be highly punctual and accountable for their tasks.

Preferred: Experience with OncoEMR. Experience with Centricity G4 system. Experience with retroactive authorizations for services. Credentialing experience.

TO APPLY: Please submit the following:

- 1. A Salish employment application completed and signed.**
- 2. A cover letter detailing your interest in the position and acknowledging your specific experience to meet position requirements.**
- 3. An updated, comprehensive resume to include current employment and identify any gaps in employment.**

Applications can be found at www.salishcancercenter.com. Completed applications must be submitted to the Human Resources Department by 5:00 pm on the closing date. Due to COVID-19 precautions, applications should be mailed or submitted electronically via email. Mailed applications must be received by the office at 5:00 0.m. on the closing date to be considered for hire unless no suitable candidates are identified. Positions that are open until filled may close at any time. *We are an Equal Opportunity Employer while practicing Native preference according to law.*

BENEFITS FOR THIS POSITION INCLUDE: Medical, Vision, Dental, Life and AD&D insurance, 401(k), Vacation and Sick leave, paid Holidays, Employee Assistance Plan plus much more!

TO APPLY:

Completed applications can be sent to:

3700 Pacific Hwy E, STE 100
Fife, WA 98424
Fax: (253) 875-5467
Phone: (253) 382-6325

Callie Hills, Human Resources Manager
Email: careers@salishcancercenter.com

Due to the large number of applications that may be received, not everyone who applies for a vacant position will be interviewed. Human Resources will do their best to notify applicants if their applications do not meet requirements for interview selection.