



C.A.R.E.S.

National Health Services, Inc.

Our Mission "Health for All"

A NOT FOR PROFIT CORPORATION 501 (c) 3 TAX EXEMPT
659 S. Central Valley Highway • P. O. Box 1060 • Shafter, CA 93263
Administration (661) 459-1900 • Fax (661) 459-1944 • TDD (800) 735-2929
www.nhsinc.org

JOB DESCRIPTION

Title: Front Office Clerk I

Job Summary: This position is one of the most important functions in the health care delivery system and the first point where contact is made personally or by telephone. The person will receive the patient and direct them to the services needed. Making appointments and making preliminary assessment category of payment for patients are essential before provider can see them.

- Job Duties:**
- (1) Welcome patients as they contact the center personally or by telephone, and explain the services available, payment categories, and billing procedures.
 - (2) Schedule appointments; direct walk-in patients and emergencies as per established policies and procedures.
 - (3) Answer all incoming calls and route them to the appropriate staff.
 - (4) Register all patients per registration protocols and collection all documentation and billing information per billing protocol. Ensure proper documentation on route slips and data collection/documentation.
 - (5) Generate route slips for each patient, and assure that all services provided have been checked out properly.
 - (6) Reviews and verifies patient coverage of insurance or other agencies and computes the charges to be paid by the patient.

- Buttonwillow Health Center*
Medical (661) 764-5211
Dental (661) 764-5257
FAX (661) 764-6311
- Lost Hills Community Health Center*
Medical (661) 797-2667
Dental (661) 797-2677
FAX (661) 797-2675
- Wasco Medical & Dental Center*
Medical (661) 758-2263
Dental (661) 758-5903
Women's Clinic (661) 758-0680
FAX (661) 758-8132
- Taft Community Medical & Dental Center*
(661) 765-5044
FAX (661) 763-1281
- Joy Cariño Kimpo Family Medical Center*
(661) 721-7080
FAX (661) 721-8944
- Delano Family Dental & Women's Health Center*
(661) 454-1700
FAX (661) 454-1716
- Shafter Community Medical & Dental Center*
(661) 746-9194
FAX (661) 746-9197
- Joy Cariño Kimpo Women's Health Center*
(661) 459-1800
FAX (661) 459-1821
- Oildale Community Health Center*
(661) 392-7850
FAX (661) 215-2349
- Tehachapi Community Health Center*
Medical (661) 822-9054
FAX (661) 822-9082
- Ridgecrest Community Health Center*
Medical (760) 446-7978
FAX (760) 446-5998
- Rosedale Community Health Center*
Medical (661) 387-6930
FAX (661) 387-6935



Accredited by Joint Commission Accreditation Health Organization

Dedicated to The Memory Of: Dutch Houchin; Mary & Harvey Holloway
We are an Equal Opportunity Employer

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- (7) Collects deposits or co-pays/deductibles prior to the patient being seen by the provider per established policies and procedures. Inform patient of their outstanding balance, collect said balance, and issue cash receipt when monies are collected.
- (8) Balance cash register in accordance with the cash handling policy.
- (9) Work closely with Medical, Dental and Nursing staff to assure smooth patient flow and cut down on waiting time.
- (10) Work closely with the health promotion personnel and refer them to patients who did not keep their appointment for follow-up.
- (11) Under supervision, work with various agencies such as “Kern County Welfare Department” in scheduling patients who needed assistance.
- (12) Call and remind patient of his/her appointment.
- (13) Follow up on “no show” patients on a daily basis.
- (14) Communicate patient’s problem/complaint to the Senior MA or his/her designee.
- (15) Other related duty as the job requires.

Job Requirements:

- (1) Ability to work under pressure.
- (2) Ability and willingness to treat all patients with the utmost kindness and consideration in the most trying situations.
- (3) Friendly personality with the desire to work with the public.
- (4) Ability to handle multi-functions.

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- (5) Understanding of community based organizations.
- (6) Knowledge of bookkeeping and office functions.
- (7) Promotes and believes in NHSI mission statement "Health for All".
- (8) Ability to relate to the public regardless of ethnic, religious and economic status.
- (9) Must be willing to work at any National Health Service, Inc., location, other than the assigned site and be agreeable to work weekends, if so needed.
- (10) Must obtain a Valid California Drivers License at all times plus proof of insurance, to allow you to be placed in all National Health Services clinics if needed.

Qualification, Education, and Experience:

- (1) High school graduate/GED with one year of medical experience in similar setting.
- (2) Formal training from a vocational school in lieu of the above.
- (3) Ability to relate to patients, through familiarity with medical terminology and triage procedure.
- (4) Must believe in health care with dignity for all.
- (5) Ability to speak read and write in English and Spanish is desirable.

Responsible To: Senior MA, Operations Management Associate

Classification: Full or Part Time Position, Non-exempt

Approved By: Woyls H. [Signature]

Date: Sept. 1, 2009