



MEDICAL RECEPTIONIST – FULL-TIME, NON-EXEMPT

About HERS Breast Cancer Foundation

HERS is a nonprofit organization with the mission of supporting all individuals healing from breast cancer by providing post-surgical products and services regardless of patients' financial status. Mission fulfillment is achieved via Assistance Programs which provide patients with products and services that help facilitate physical and emotional healing.

HERS operates locations in Fremont, Livermore, and San Leandro and its work is made possible through fundraising, grants, and donations. In continuous operation since 1998, HERS is *"a soft place to fall"* for breast cancer patients during one of the hardest times in their lives.

General Responsibilities

Reception/Clerical duties related to the day-to-day operation of the HERS Breast Cancer Foundation. This role requires extensive contact with patients and visitors as well as healthcare professionals.

Responsibilities include scheduling appointments, processing forms, providing program information to patients, completing sales, data entry, and maintaining detailed records and files. Clear and professional written and verbal communication skills are essential for this position. Medical reception or medical administrative certification is a plus as is familiarity with Medical Practice Management and EHR (Electronic Health Record) systems. Individuals with bilingual/multilingual capabilities are encouraged to apply.

Note that the medical receptionist will work as a team alongside our Breast Care Specialist Support staff member. During particularly busy times, these team members are expected to assist one another with various tasks including but not limited to greeting and checking in patients, completing patient product sales, scheduling, and answering phones.

Skills Required

- Minimum high school graduate or equivalent
- Professional verbal and written communication skills, including professional phone manner
- Exceptional organizational and planning skills; ability to multitask in a busy environment
- Ability to read and comprehend medical terminology

- Experience with Medical Practice Management platforms and patient appointment scheduling skills
- Proficiency in Microsoft Suite, including Outlook, SharePoint, and Excel
- Cash handling, credit card payment processing, and cash drawer reconciliation
- Operate in a collaborative and dynamic team environment

Essential Tasks

- Greet/interact with patients in a courteous, patient, and compassionate manner
- Screen email and voicemail messages, and relay to appropriate staff
- Pre-appointment tasks: complete patient appointment reminder calls and EHR data entry/scanning
- Assist staff with insurance and prescription authorization process; verify patient information
- Ensure that patients complete required forms upon arrival for appointment; obtain/scan patient ID and insurance information and scan into EHR
- Announce patient arrival and, if needed, relay patient questions or concerns to appropriate staff members
- Demonstrate an awareness and sensitivity to patient rights/patient confidentiality
- Prepare and mail appointment reminder cards for patients
- Set appointments for patients following HERS guidelines
- Maintain an organized workspace and reception area; responsible for sanitizing high-touch reception area surfaces
- Meticulous HIPAA compliance regarding patient records and information
- Complete patient product sales and collect copayments
- Track office supplies and notify appropriate staff member when supplies are low

Job Type: Full-time

Salary: \$20 - 22 per hour

Benefits:

- Employee discount
- Free parking
- On-the-job training; opportunity for advancement
- Paid sick time and PTO
- Professional development assistance

Healthcare setting:

- Clinic
- Hospital
- Medical office
- Outpatient

Schedule:

- 8-hour shift
- No weekends

COVID-19 considerations:

Patients and staff members are required to always wear face masks except when actively eating or drinking. Vaccinations are encouraged. Air purifiers are in use during working hours and frequent sanitizing is practiced.

Application Question(s):

- Hiring is contingent on passing a background check.

Education:

- High school or equivalent (Required)

Experience:

- Customer Service: 1 year (Required)
- Computer Skills: 1 year (Required)
- Reception/administrative assistant: 1 year (Required)

Work Location:

- In person
- Fremont, CA