

Receptionist

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Company: MassHire Lowell Career Center

Location: Lowell

Category: other-general

Description

Lowell Community Health Center (Lowell CHC) is a diverse, community-based health care organization. Our programs have been recognized as national models and LCHC was named one of the top five health centers in the nation for excellence in cultural competency. With a career at Lowell Community Health Center, you will be joining a dynamic team of passionate and talented people.

The Receptionist schedules appointments, checks patients in and out, makes confirmation calls as well as makes pre and post visit calls regarding open referrals, procedures, and insurance. The incumbent will also provide clerical support, demonstrating the knowledge, skills and attitude for excellence in customer service. Works collaboratively other disciplines to ensure an integrated approach to patient care and maintains constant communication among the members of the health care team.

- Welcomes patients or other customers in a friendly and courteous manner
- Greets and escorts patients to assigned room or area
- Communicates with patients, visitors, and co-workers in a professional and courteous manner.
- Competent in computer skills and the registration process

- Practices proper telephone techniques and etiquette according to Lowell Community Health Center Protocol
- Oversees the reception area ensuring that potential delays are communicated to the patients and ensuring that the area is neat and orderly
- Communicates to Clinical Leadership staff when unable to complete requested tasks
- Maintains infection control practice at all times, especially with patients requiring isolation/reverse precautions
- Other duties may be assigned
- Bi-lingual in English and Khmer preferred.

Job Requirement

- High school graduate or equivalent
- At least one-year experience in a clinical or health care setting preferred
- Demonstrated experience working with diverse cultures
- Previous experience supporting primary care services preferred

We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

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