



## **Caridad Center, Inc.**

8645 West Boynton Beach Blvd., Boynton Beach, FL 33472

**JOB TITLE:** Medical Receptionist

**REPORTS TO:** Director of Volunteer and Eligibility Services

**FLSA CLASSIFICATION:** \_\_\_ Exempt                       X  Non-Exempt

### **MINIMUM JOB QUALIFICATIONS**

Minimum high school diploma or equivalent, computer skills and at least two years of clerical experience, must be fluent in English and Spanish

### **GENERAL FUNCTIONS**

Provide quality reception services to all patients, volunteers, guests and staff at the Caridad Center. Duties may include, but are not limited to, telephone responses, scheduling appointments, confirming patient's eligibility status at each visit, and completing physician referral forms.

### **DUTIES & RESPONSIBILITIES**

- Respectfully greet all who approach the reception window for any reason
- Answer telephone, take messages, and direct calls to appropriate person
- Handle inquiries regarding general information about the clinic
- Schedule patient appointments, enter patient information into the EMR system
- Check in all patients to be seen and then check them out if appointment was completed
- Contact patients regarding cancellation of or a need to reschedule appointments
- Maintain medical records room and reception area in a neat and orderly manner
- Meet regularly with Supervisor to ensure that the clinic needs are being met
- Assist in processing of eligibility applications, if trained to do so
- Review patient record for up-to-date eligibility requirements and ensure appropriate physician referral forms have been completed
- Pull and file records when needed
- Work in support and in cooperation with other staff, board members and volunteers
- Request donation from patients at each clinic visit, emphasizing they will be served even if they are not able to make a donation
- Using the eligibility application form and other demographic data provided, initiate the electronic medical record for each new patient
- Punctually attend staff meetings
- Other duties: As assigned

### **NON-DISCRIMINATION STATEMENT:**

Caridad Center, Inc. does not discriminate against employees or clients on the basis of race, color, religion, gender identity or expression, sexual orientation, national origin, age, disability,

marital status, familial status or any other characteristic protected by Federal and State law. A non-discrimination clause concerning employment opportunity is incorporated in the Employee Policy and Procedure Manual. The Caridad Center, Inc. will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990, as Amended (ADAAA).

This job description may not be all-inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.

**Please email your resume and cover letter  
to: [rlores@caridad.org](mailto:rlores@caridad.org)**