Reception Duties

- **Open/Close clinic**
  - Arrive prior to the first scheduled patients to prepare clinic
  - Remain after last patient has check in to close clinic
  - Update Bed Board
  - MRSA report – (done by Jan currently)

- **Customer service**
  - Greet and direct patients, families and other visitors
  - Coordinate and share information with schedulers, MAs, providers and other clinical staff
  - Answer phones and handle questions or transfer calls – this is not ideal for reception
  - Be well-versed in directing and patients to other desks or locations when necessary

- **Registration**
  - Pre-register in Tandem (only done for a few specialties)
    - Cardio sends to PCH outpatient registration to be done
  - Complete a full registration upon arrival, including verifying and updating all demographics in Epic.
  - Assign and have OSS work their respective team work queues
    - Update Tandem with information as necessary.
  - Scan/upload insurance cards (both sides)
  - Add prior authorization phone number from the patient’s insurance card.
  - Take/upload patient pictures (Web Collect)

- **Check-in**
  - Complete appropriate check-in process for all patients scheduled for clinic
  - Review schedules throughout the day to process all no-shows and complete a full reconciliation of all scheduled patients before closing down clinic.
    - Ensure attending provider is accurate

- **Co-pays**
  - Request, explain, and take copays from families
    - Training necessary
  - Close out cash drawer and deposit payments

- **Paperwork**
  - Print physician schedules from Epic and post for divisions
  - Assemble division-specific paperwork (combination of pre-printed and printed from Epic)
  - Explain, distribute and collect documents from families at check-in
    - Consents to treat (Intermountain and University)
    - Flu shot declaration (only done during season)
    - MyHealth pamphlet
    - Division paperwork
  - Release urgent medical records in coordination with HIM teams.

- **Low patient volume times**
  - Scanning
    - Consents to Treat
    - MyHealth consents (ROI)
    - HIPAA Acknowledgements
    - Flu shot orders (including quality checks)
  - Working missing registration and E-verify work queues
  - Replenishing educational materials
  - Straightening up waiting area

- **Scheduling**
  - Occasionally schedule appointments (follow-up appointments should generally be done by the MA in the room) or coordinate complex scheduling (including new onset diabetes).
*Additional Registration Responsibilities as assigned including but not limited to:

- Interpretation (primary & secondary)
- CF Database
- Coordinate annual CF visits/CF clinic schedules
- Echo services and scheduling – full cross training at desk C. (PCH)
- Diabetes Support (PCH)
- Potential Allergy support
- Dialysis Support (PCH)
- All PCH registrations and all pre-registrations