

Cashier: Job Description

Position: Cashier

Reports To: Office Administrator

Summary: The cashier will make use of technical and financial skills to track and manage patient cash flows, credit, and insurance payments, while also assisting reception staff with patient booking and in-clinic coordination.

Necessary Qualifications:

- Strong math and computer skills
- Ability to work in a fast-paced, high stress environment
- Experience in healthcare billing preferred
- Knowledge of QuickBooks financial software a plus
- Very strong written and oral communication skills

Position Responsibilities:

- Assist receptionist with patient coordination; schedule follow-up visits and answer calls/books appointments as necessary
- Manage up-to-date clinic income records by sending and receiving bank checks and documenting all relevant transactions
- Assist in the development and enforcement of stringent credit policies; routinely call patients who have been extended credit and have not settled debts
- Handle all payments to clinic suppliers and accurately enter daily payment activities (credit, insurance, cash, check, payment for previous visit) into software management system
- Fill out and file insurance forms for payment as requested
- Receive EFTs for corporate/insurance payments
- Transfer income activities to QuickBooks system on a daily basis
- Create daily, weekly, and monthly reports from clinic financial data

Nurse: Job Description

Position: Nurse

Reports To: Doctor

Summary: The clinic nurse will make use of interpersonal, technical, and clinical skills to work with other clinical staff to provide quality patient care at a personal level.

Necessary Qualifications:

- Kenyan Ministry of Health Nursing License required
- 4 years professional nursing experience preferably in pediatrics
- Experience leading nursing classes preferred
- Ability to work in fast-paced clinic environment
- Very strong written and oral communication skills

Position Responsibilities:

- Assist physician with patient triage; record history, vital signs and medical complaints
- Maintain daily inventory for medicine and vaccine stocks
- Assist with patient referral, admission and discharge to/from hospital
- Manage phone consults as needed; deliver lab results and/or address any other patient concerns
- Develop thorough knowledge of international vaccine schedules; administer vaccinations and record patient vaccination history
- Apply dressings, administer nebulizer and administer other medical procedures where applicable
- Maintain cleanliness of all medical equipment and ensure all rooms are in suitable working condition at start of day
- Assist in creation of monthly clinical reports summarizing clinic activities
- Assist other staff with necessary documentation for insurance forms
- Prepare doctor letters for referrals, patient reports, etc.
- Conduct skills-building sessions on various topics for staff and parents as needed

Office Administrator: Job Description

Position title: Office Administrator

Reports to: Doctor

Summary: The Office Administrator will be responsible for the day-to-day management of the clinic. The Office Administrator will work with the Doctor(s) to develop and implement the strategic vision and operational objectives of the clinic.

Necessary Qualifications and Skills:

- Bachelor of commerce, economics, business, or a relevant degree required
- Experience with accounting software (e.g. QuickBooks) required
- 2 years office experience required
- CPA/CFA preferred
- Experience in HR / personnel management preferred
- Ability to work in a fast-paced, dynamic clinic environment
- Motivated, self starter with ability to identify priorities and set appropriate deadlines
- Very strong written and oral communication skills
- Strong inter-personal skills

Position Responsibilities:

HR/Staff:

- Build strong, positive communication with doctors to assist in implementing necessary changes to enhance the success of the clinic
- Encourage teamwork amongst staff to meet the needs of the patients and employees
- Identify and implement opportunities to build employee morale and motivation
- Mediate any employee conflicts
- Monitor day-to-day HR activities, including monitoring staffing needs and vacation scheduling
- Prepare and submit necessary documentation for employee benefits
- Conduct performance evaluations and assess training needs of non-clinical staff

Operations:

- Participate in budget creation and clinic expense management

- Monitor, coach, and evaluate non-clinical staff on an ongoing basis to ensure staff are fulfilling duties in accordance with their assigned responsibilities and performance standards
- Manage operational efficiency of all clinic procedures, policies, and standards
- Relieve and assist non-clinical staff with their tasks as needed
- Maintain clinic equipment as needed
- Transcribe and prepare clinic communications as needed
- Manage payroll and assist with various payments and billing as needed
- Assure patient service needs are met, monitor patient feedback, and resolve complaints and related issues as necessary
- Oversee accounts receivable collections
- Ensure regulatory and business compliance of clinic
- Coordinate cleanliness, orderliness and safety of clinic

Business Development:

- Proactively identify and recommend opportunities to expand revenue sources and reduce expenditures
- Plan, evaluate, recommend and implement new initiatives as appropriate

Receptionist: Job Description

Position: Receptionist

Reports To: Office Administrator

Summary: The clinic receptionist will be responsible for all aspects of patient visit coordination including monitoring patient scheduling and maintaining visit documentation. The receptionist's role is instrumental in the clinic's promise to deliver quality customer service and maintain superior patient satisfaction.

Necessary Qualifications:

- Experience in a healthcare environment preferred
- Ability to multi-task in a fast-paced, high stress environment
- Very strong written and oral communication skills
- Ability to build friendly rapport with children and their parents

Position Responsibilities:

- Effectively handle all communication with patients by phone; record bookings, coordinate suppliers requests and forward all consult related calls to doctors and nurse
- Manage daily schedule for physicians; book reasonable number of appointments (mix between well and sick), determinate optimal visit length per patient. Distribute schedule daily to all office staff
- Prepare files for triage and doctor visits; manage optimal order of patient visits based on emergency walk-ins, latecomers and regularly scheduled appointments
- Mange patient visits within clinic: assist with subsequent scheduling, distribution of forms, directions to triage and doctors' rooms, complaints, etc.
- Contact patients by phone for scheduling reminders and for feedback on cancelled appointments
- Receive and file clinical, lab, and x-ray results for the clinic
- Arrange patient transfers and discharges from the hospital