

(procedures, orders or specialty consults). This is best communicated to the Site Manager first.

- Training assistance: Field questions for current staff, assist in training new staff on the job of electronic filing, train appropriate staff on how to research and find records from online sources. Train on what providers' want, when to route to provider and when to mark reviewed, and which records are labeled "outside provider".
- Attend QM Transition of Care (TOC) committee meetings.
- Cross-train for other front office positions and may be required to work in those positions for temporary coverage such as when a co-worker is on vacation.

CUSTOMER CARE: A core value of Mountain Valleys Health Centers' is our dedication to high-quality customer care. As a Community Health Center, our patients are our vitality; therefore, every patient will be treated accordingly.

At MVHC a customer is defined as but not limited to a patient, vendor, contractor, granting agency, community business, and employee. Customers will be treated with the utmost dignity and respect regardless of their socio-economic status, insurance type, job position, and/or race, etc. Discrimination is unacceptable and is grounds for immediate termination.

Every employee of MVHC will adhere to the Accountability Measures outlined either at the onset of employment or at the date of this signed job description. Should these expectations not be upheld, the employee understands that disciplinary action will be taken which could lead to immediate termination.

By signing this job description, the employee commits to providing the highest quality customer care and will strive to make each patient feel as though they are the only one.

PHYSICAL REQUIREMENTS: Sitting, standing, walking, bending/stooping, squatting/crouching, climbing, balancing, reaching, twisting/turning, pulling, stand up lifting to 30 pounds, speaking/hearing on phone and in person, reading, writing, close eye work, repetitive motion of hands, fine and gross manipulation, up/down and side/side hand motion, working with others, exposure to public/staff/providers, fast work pace, frequent change, and frequent interruptions.

EMPLOYEE ACKNOWLEDGEMENT: I have read my job description and understand its contents. I agree to perform the duties and responsibilities with the highest standards. If at any time I have questions about its contents, I will discuss with my supervisor for clarification.

Employee Signature

Date