

Howell County Health Department

Front Desk Clerk / Medical Receptionist

Location: West Plains, Missouri

Department: Howell County Health Department

Position Type: Full-Time 40 hrs./week

Reports To: Director of Nurses

Position Summary

The Howell County Health Department is seeking a professional, compassionate, and detail-oriented **Front Desk Clerk / Medical Receptionist** to serve as the first point of contact for the agency.

This position plays a critical role in ensuring the efficient operation of the Health Department and requires exceptional customer service, strong organizational skills, attention to detail, and the ability to manage multiple priorities in a fast-paced public health environment.

The Front Desk Clerk / Medical Receptionist welcomes and assists clients and visitors, manages incoming telephone calls, schedules appointments, processes payments, maintains accurate electronic medical records, verifies insurance information, and provides information regarding Health Department programs and community resources.

This multifaceted position also provides administrative support to multiple public health programs and staff while maintaining strict confidentiality and compliance with HIPAA, applicable laws and regulations, and Howell County Health Department policies and procedures.

Essential Duties and Responsibilities

Patient-Facing Duties

- Warmly welcome patients and visitors and direct them to the appropriate waiting or service area.
- Register new patients and verify photo identification.
- Scan identification and insurance cards into the electronic health record (EHR).

- Update and maintain accurate patient demographic information.
- Provide intake forms and assist patients with completing required paperwork when needed.
- Check patients out following appointments.
- Schedule follow-up appointments and provide appropriate instructions as patients leave.
- Provide courteous, professional, and compassionate customer service to patients and visitors.

Administrative & Telephone Duties

- Answer and manage a multi-line telephone system.
- Route calls to the appropriate staff member or department.
- Take accurate and timely messages.
- Schedule, reschedule, and confirm patient appointments.
- Make appointment confirmation calls and provide reminders through telephone calls, text messages, and postcards.
- Process incoming and outgoing faxes and emails.
- Request and obtain vaccination records from other healthcare clinics, schools, and out-of-state providers.
- Provide information regarding Howell County Health Department programs, services, and community resources.
- Provide administrative assistance and support to public health programs and staff as assigned.

Insurance & Financial Duties

- Verify patient insurance eligibility and coverage through **EMOMED**.
- Document insurance verification, including the confirmation number and date, in the patient's demographic record.
- Collect patient charges and accurately post payments to the EHR.
- Review patient accounts for outstanding balances and collect payments when appropriate.
- Oversee outstanding balances or information requiring follow-up.
- Assist self-pay patients with payment arrangements using the applicable sliding fee schedule.
- Maintain accurate financial and payment records in accordance with department procedures.

Records & Compliance

- Maintain and update patient records using the **CUREMD** electronic health record system.

- Ensure patient information and documentation are entered accurately and promptly.
- Protect confidential patient and agency information at all times.
- Follow all **HIPAA privacy and security requirements** and applicable federal, state, and local laws and regulations.
- Maintain confidentiality of medical records, financial information, and other sensitive information.
- Follow Howell County Health Department policies, procedures, and program requirements.
- Maintain accurate documentation and records necessary for program compliance and quality assurance.

Front Desk & Office Maintenance

- Keep the front desk and reception area clean, organized, professional, and welcoming.
- Maintain adequate supplies and notify appropriate staff when supplies need to be reordered.
- Ensure forms, informational materials, and other frequently used items are available to patients and staff.
- Assist with general administrative duties and other responsibilities as assigned.

Qualifications

- High school diploma or equivalent required.
- Previous experience in medical reception, clerical work, customer service, healthcare, public health, or a related field preferred.
- Experience with electronic health records is preferred.
- Experience with insurance verification and payment processing is a plus.
- Strong computer and data-entry skills.
- Excellent verbal and written communication skills.
- Strong organizational skills and attention to detail.
- Ability to manage multiple tasks and priorities in a busy environment.
- Ability to interact professionally and compassionately with patients, families, coworkers, and community partners.
- Ability to maintain strict confidentiality and handle sensitive information appropriately.
- Ability to work independently while collaborating effectively with a multidisciplinary team.

Ideal Candidate

The ideal candidate will be:

- **Professional and welcoming** — creating a positive first impression for every patient and visitor.
- **Compassionate and patient-focused** — treating individuals with dignity, respect, and understanding.
- **Detail-oriented** — ensuring patient records, insurance information, payments, and documentation are accurate.
- **Organized and dependable** — able to prioritize responsibilities and meet deadlines.
- **Adaptable** — comfortable working in a fast-paced environment with changing priorities.
- **Team-oriented** — able to work effectively with healthcare professionals, administrative staff, and public health programs.
- **Committed to public service** — dedicated to supporting the health and well-being of individuals and families in Howell County.

Confidentiality & Professional Responsibility

The Front Desk Clerk / Medical Receptionist is entrusted with confidential patient, medical, financial, and agency information. The employee must consistently protect patient privacy, follow HIPAA requirements, maintain professional boundaries, and comply with all Howell County Health Department policies and applicable laws and regulations.

How to Apply

Interested candidates should submit a **completed application and resume** to: via email to sheila.roberts@lpha.mo.gov or dropped off at the Administration office at 180 Kentucky Ave., West Plains, MO 65775

Howell County Health Department

West Plains, Missouri

Application Deadline: September 30, 2026 or until filled

Howell County Health Department is an **Equal Opportunity Employer**.