

Front Desk Receptionist:

Job Duties: List is order of importance.

- Answer telephones in a timely and polite manner, preferably within three (3) rings
- Protects patient confidentiality per policies and procedures.
- Accurately takes messages and conveys information to recipient.
- Transfer calls to clinical staff when medically indicated.
- Schedule new and established patient appointments following office protocol.
- Prepare patient flow sheet for appointments; print daily appointment list for physician and tech.
- Check patients in for appointments via Practice Management system:
 - Insure that insurance has been verified and authorizations received if needed.
 - Verify demographic information; update computer system as needed
 - Collect co-pays and money on patient balance.
 - Scan insurance card and any other needed information.
 - Update information, as needed in Electronic Health Record system, including taking photo of patient, PCP, referring doctor and insurance information.
 - Once completed, slide patient name into Waiting (1) column on EHR system.
- Place patient flow sheet in rack for technician.
- Inform patients of delays or other situations that may result in a longer than normal wait.
- Describe policies and procedures to new and established patients as appropriate.
- Obtain insurance authorizations as needed. Insure patient records are current and accurate.
- Check out patients after they've seen the physician; collect coinsurance; schedule return visit as needed in computer; issue appointment card; offer office note via portal.
- Place calls to other physicians and schedule appointment as needed.
- Collect medical office co-pays, coinsurance, balances and post payments to patient accounts and accurately manage cash drawer.
- Determine when an emergency situation exists and immediately bring it to the attention of appropriate staff.
- As appropriate, insure that new patients receive a welcome letter and information packet.
- Correctly prepared daily batch report.
- Open mail and sort, with the exception of mail marked Confidential or from attorneys and accountants.
- Sort checks by insurance and patient payments; date stamp EOB's and deposit stamp checks, total sum of all checks and place in appropriate folder.
- Distribute all mail accordingly.
- Place reminder calls to patients
- Handle faxes as appropriate.
- Empty physicians' out-basket and distribute/handle appropriately.
- Scan correspondence and any other documentation relating to patient into EHR system, including categorizes, dates and labels loose medical documents.
- File all patient charts - copy, scan and mail documents and forms as needed, i.e.,

- medical records, DVM, disability forms, etc.
- On a monthly basis, call and schedule recall appointments'
- Follows company policy and procedures for medical record release of information.
- Handle any duties or projects as assigned by the Office Manager.

Job Experience/Knowledge and Education Level:

Required:

- 3+ years receptionist experience.
- 1+ years medical office experience

Skills/Behavior Characteristics:

- Flexibility – **High** level required
- Oral Communication - **High** level required
- Written Communication - **Low** level required
- Delegation - **Not** required
- Leadership - **Low** level required
- Initiative - **Moderate** level required
- Stress Tolerance – **Moderate** level required
- Sensitivity - **High** level required
- Analytical Skills - **Low** level required
- Judgment – **Low** level required
- Planning Organizing - **Moderate** level required
- Morale - **Moderate** level required

Additional Selection Criteria and/or Unusual Working Conditions/Equipment Utilized:

- Demonstrates excellent knowledge of electronic health record and practice management computer software
- Demonstrates computer literacy with strong data entry skills' computation and typing.
- Demonstrates computer internet literacy with strong navigational skills for insurance websites.

Performance Factors:

- Ability to maintain strict confidentiality on all patient issues
- Maintain knowledge of insurance payer guidelines.

- Collection of copays, coinsurance and balances owed.
- Must be a team player with a Positive attitude
- Ability and desire to represent the clinic in a professional manner