

POSITION: Front Desk Receptionist

RESPONSIBLE TO: Director of Operations

JOB SUMMARY: Responsible for assisting patients, staff, and providers with the check-in and check-out process. When necessary, responsible for appointment scheduling and chart management. Provides information to patients so they may fully utilize and benefit from the clinic services. Conveys a positive image of clinic.

EDUCATIONAL REQUIREMENTS:

- High School diploma/GED or equivalent experience.

QUALIFICATIONS AND EXPERIENCE

- Computer literate, with strong typing and 10-key skills.
- Working knowledge of EMR software preferred.
- One or more years experience in medical receptionist position preferred.
- Familiarity with medical terminology and coding basics, orthopedic experience preferred.
- Ability to analyze various medical situations for scheduling purposes.
- Pleasant speaking voice and demeanor.
- Excellent customer service and communication skills both in person and over the telephone.
- Ability to handle cash and to count money accurately.
- Neat, professional appearance.
- Ability to excel in highly stressful situations, handling complaints maturely while demonstrating a positive manner.
- Ability to multitask.

RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

- Greets patients and visitors in a prompt, courteous and helpful manner.
- Checks patients in and out, verifying current information and obtaining up-dated information and paperwork when necessary.
- Scans patient insurance cards and documentation into the EMR system.
- Collects the required payment, issues an appropriate receipt, and applies copay or co-insurance payments received to the patient's account.
- Balances the charges and fees incurred in the office, and prepares the deposit daily.
- Schedules any follow-up appointments.
- Helps in answering the back line, screens calls, takes messages, and effectively shares information with patients, their families, and referring physician's offices.
- Interacts with clinical staff in order to coordinate patient care and work flow of the clinic.
- Maintains work area and reception area in a neat and orderly manner at all times.

- Prints and distributes faxes and mail.
- Maintains strict confidentiality.
- Attends scheduled staff meetings.
- Availability to work in the office setting Monday-Friday.
- Additional responsibilities as assigned by manager.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit and stand. The employee is occasionally required to walk, reach with hands and arms, stoop, and bend; and may require lifting of paper weighing up to 20 pounds. The position requires manual dexterity to operate computer keyboard, calculator, telephone, and other office equipment as necessary. Position requires continuous viewing and typing on computers and use of the telephone. Vision and hearing must be within normal range.

MENTAL / EMOTIONAL DEMANDS:

Mental activities necessary for this position include concentration, organization, multi-tasking, mathematical skills for handling money, problem solving, stress control, dependability, and both verbal and written communication skills. This position involves frequent contact with staff and patients. Work may be stressful and busy at times. Contact may involve dealing with angry or upset people. Interaction with others is constant and interruptive. Position requires maintaining a high degree of confidentiality.

WORK ENVIRONMENT:

Work is performed in an office setting reception area, well-lighted and ventilated, with adequate space.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities, and working conditions may change as needs evolve.