



JOB DESCRIPTION

Job Title: Receptionist

Reports To: Front Office Lead

Supervisory Responsibilities: None

General Summary of Duties for Receptionist: Performs various clerical duties for the department lead, floor supervisor, clinic administrator or physicians including; checking in patients, answering telephones, taking messages, scheduling appointments and scanning documents into the patients' electronic chart.

Major Responsibilities/Tasks:

- Check-in patients for their scheduled appointments.
- Verify patient demographics and ensure insurance is up to date.
- Provide and explain patient paperwork, assisting the patient as needed. Ensure both electronic and registration forms are complete.
- Collect payments and provide information to patients regarding unpaid balances.
- Reconcile charges on a daily basis.
- Verify account balances and refunds for accuracy.
- Schedule patient appointments and relay diagnostic scheduling processes to the patient.
- Reschedule provider clinics as requested.
- Answer and screen telephone calls in a courteous manner and transfer to appropriate staff.
- Scan and upload records to appropriate sections of patient charts.
- Assist medical records department with patient information requests; ensure written consent is obtained.
- Maintain organization and efficiency of front office, including workspace and office supply inventory.
- Maintain patient confidentiality and follow all HIPAA guidelines.
- Perform other related duties and directed or assigned.

Performance Requirements:

Knowledge:

- Knowledge of clinic policies and procedures.
- Knowledge of medical terminology and insurance practices.
- Knowledge of computer programs and applications.
- Knowledge of grammar, spelling, and punctuation to type from draft copy and review and edit reports and correspondence.
- Knowledge of basic arithmetic to make calculations, balance and reconcile figures, and make changes accurately.

Skills:

- Skill in operating office equipment
- Skill in handling paperwork/scanning/uploading adequately.
- Skill in handling incoming phone calls and transferring appropriately.
- Skill in written and verbal communication.
- Skill in gathering, interpreting, and reporting insurance information.

Abilities:

- Ability to type 60 words per minute using word-processing software. Able to learn/use other computer programs including Microsoft® Excel, e-mail, Internet.
- Ability to work effectively as a team member with physicians and other staff.
- General understanding of insurance benefits and reimbursement.
- Ability to flexibly respond to changing demands.
- Ability to organize and prioritize tasks effectively while multi-tasking.
- Ability to communicate clearly.
- Ability to work with little supervision.
- Ability to establish and maintain effective working relationships with patients, employees, and the public.

Experience:

Minimum of two years' clerical experience in a medical office preferred, but exceptions may be made.

Education:

High school diploma or GED.

Work Environment:

Work performed in an office environment, involves frequent contact with staff and patients. May require working under stressful conditions.

Physical Demands:

Manual dexterity for office machine operation including computer and calculator; stooping, bending to handle files and supplies, mobility to complete errands or deliveries, or sitting for extended periods of time. Stress can be triggered by multiple staff demands and deadlines.

Position Type/Expected Hours of Work:

This is a full-time position. This position routinely works during normal business hours with very few extended hours or days.