



## JOB DESCRIPTION

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**Job Title:** Receptionist

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**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.