



JOB DESCRIPTION

Job Title: ROC Receptionist

Reports To: ROC Supervisor

Supervisory Responsibilities: None

General Summary of Duties for Receptionist: Performs various clerical duties for the 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:

- Greet, register and check-in patients.
- Obtaining or verifying patient demographic and insurance information, updating information as appropriate.
- Collecting appropriate co-pays or payments toward previous account balances.
- Obtaining necessary authorizations from insurance companies (commercial or workers compensation) for services or durable medical equipment obtained by the patient within the clinic encounter.
- Assist patients and providers in initiating new worker's compensation claims when appropriate.
- Schedule and coordinate follow up diagnostic imaging appointments or consultations for patients as needed, ensuring proper authorization is in place in accordance with established OOA processes.
- Answer and screen incoming phone calls in a courteous manner and transfer calls following established OOA procedures.
- Scan, upload and sort records into the patient's electronic medical chart following established OOA policy and procedure.
- Facilitate requests for medical records from both patients as well as other medical offices, following current HIPAA laws and established OOA policy and procedure.
- Maintain organization and efficient of the clerical needs of the clinic, including the front desk work space as well as the office supply inventory.
- Utilizing critical thinking skills and creative problem solving to ensure the patients' needs are met and patients are seen efficiently from the clerical perspective.
- Maintain patient confidentiality in all actions following current HIPAA laws and OOA policy and procedure.
- Follow and demonstrate OOA core values Respect, Integrity, Compassion and Accountability in all interactions with both internal and external customers.

- Perform other related duties as directed or assigned under the direction of clinic or organization leadership.

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. Must be available to work any day of the week; this clinic is open 7 days a week, from 9:30 am – 7:30 pm.