

Job Description:

Medical Receptionist

General Summary:

A non-exempt medical office position responsible for maintaining the front office and representing the practice with professionalism. This position requires multi-tasking effortlessly, prioritizing efficiently, handling patient requests, placing outbound calls to patients, and handling all administrative tasks with a positive attitude (to include patient check-in, check-out, receiving payments, and answering telephones).

Essential Job Responsibilities:

1. Adheres to and supports the mission, purpose, philosophy, objectives, policies, and procedures of the practice.
2. Adheres to the HIPAA Compliance Plan and the Privacy Standards Confidentiality Agreement.
3. Greets patients immediately upon their arrival and provides excellent customer service.
4. Check patients in verifying demographics and insurance.
5. Directs patients to proper exam/treatment room.
6. Utilizes electronic health record for tasks assigned.
7. Evaluates daily schedules to accommodate patient flow and minimize missed appointments.
8. Handles patient calls and effectively manages schedule
9. Completes referrals and authorizations as needed.
10. Checks patients out and makes appointments as indicated.
11. Collects co-pays and patient payments.
12. Performs other tasks as assigned.

Skills to be maintained:

1. Excellent verbal and written communication.
2. Excellent multi-tasking and time management skills.
3. A high level of organizational skills.
4. Ability to exercise a high degree of initiative, judgment, discretion, and decision-making to achieve organizational objectives.
5. Ability to establish and maintain effective working relationships with patients, medical and administrative staff.
6. Ability to work well independently and be detailed-oriented, but also interact well with a team.
7. Ability to understand and carry out written and oral instructions.
8. Proficiency in relevant computer hardware and software, as well as EMR systems, and other standard medical office equipment.

Mental/Physical Requirements: Involves sitting for long periods of time and working in a fast-paced office environment.

I understand the job requirements as set forth and agree to adhere to them.

Signature _____ Date _____