

RECEPTIONIST

REPORTS TO: Operations Manager

EDUCATIONAL REQUIREMENTS:

- High school diploma required

QUALIFICATIONS AND EXPERIENCE:

- Up to two years' experience in a medical office, or other customer service position
- Computer literate, with keyboard skills
- Proven experience handling patients/customers and dealing with conflict
- Familiarity with scheduling and rearranging appointments
- Pleasant speaking voice and demeanor
- Neat, professional appearance
- Strong written and verbal communication skills

JOB SUMMARY: With a customer service orientation—register patients, answer the telephone, prepare the office for the day, and schedule patient appointments.

ESSENTIAL JOB FUNCTIONS (including but not limited to):

- "Opens" the office, unlocks door no later than 7:45am
- Answers phone pleasantly, by the third ring if possible, schedules appointments, routes calls or takes messages
- Greets patients and registers them for appointments
- Enters information from Phreesia to PM, ensures all information is correct with an accuracy of 100%, verifies eligibility
- Post-op appointments
- Scanning/Pathology reports daily
- Keeps schedules for doctors and nurse practitioner full at all locations
- Checks obituaries
- Reschedule bumped appointments
- Checks mail daily
- Prepare patient charts 2 days in advance
- Indexes incoming faxes no more than 2 days out
- Works the output queue no more than 2 days out
- Keeps the patient reception area neat and clean at all times throughout the day
- Fill-in as needed
- Returned mail
- Maintains patient confidentiality
- Checks out patients, collects balances due and copays
- Takes medical records requests
- Scans financials and payables
- Must be willing to work at both Dakota Dunes and Morningside locations as needed
- Performs all other tasks and projects as assigned by the team lead, operations manager or practice administrator.
- Responsible for closing at least one night per week

Typical Physical Demands: Work may require sitting for long periods of time, and also stooping, bending and stretching for files and supplies. Employee will occasionally be asked to lift files or paper weighing up to 30 pounds. Position requires manual dexterity sufficient to operate a keyboard, operate a computer, telephone, calculator, copier, and such other office equipment as necessary. Vision and hearing must be in the normal range for telephone contacts. Position also requires viewing computer screens and typing for long periods of time, and working in an environment that can be very stressful.

Typical Working Conditions: Work is performed in a reception area, and involves frequent contact with patients. Work may be stressful at times. The employee must be comfortable asking patients for money. Interaction with others is constant and interruptive. Contact involves dealing with sick people.

Position Status: This position is non-exempt paid on an hourly basis