

Receptionist

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
- 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

Please send resumes to ashley.mozak@entconsultants.net