

Custom Family Care, LLC

Job Description

Job Title: Medical receptionist

Reports to: Physician

Job Summary: Greets, instructs, directs and schedules patients and visitors. Serves as a liaison between patient and medical support staff.

Job Qualifications

Knowledge, Skills, & Abilities Knowledge of business office procedures. Knowledge of grammar, spelling, and punctuation to type patient information. Skill in operating a computer and photocopier machine. Skill in greeting patients and answering the telephone in a pleasant and helpful manner. Ability to speak clearly and concisely. Ability to read, understand, and follow oral and written instructions. Ability to sort and file materials correctly by alphabetical or numeric systems. Ability to establish and maintain effective working relationships with patients, employees, and the public.

Education: High school graduation or GED.

Licensure: None

Experience:

1. Prefer one year work experience, preferably in a medical office setting.
2. Knowledge of medical terminology desirable.
3. Word processing and computer experience.

Essential Responsibilities: (This list may not include all of the duties assigned)

1. Greets patients and visitors in a prompt, courteous, and helpful manner;
2. Checks in patients, verifies and updates necessary information in the medical record. Assists patients with ambulatory difficulties;
3. Maintains appointment book and follows office scheduling policies;
4. Answers telephone, screens calls; takes, compose and distribute messages, and provides information;
5. Files charts, coordinates lab work, physician's report;
6. Collect and distribute incoming faxes, e-mails;
7. Types correspondence as directed. Sorts and delivers mail, medical records, and other correspondence;
8. Screens visitors and responds to routine requests for information;
9. Maintains work area and lobby in neat and orderly manner;
10. Attends meetings as required;
11. Prepares and sends outgoing mail, faxes, e-mails;
12. Construct appointment schedules and templates;
13. Make patient appointments (by phone and at checkout);
14. Collect registration data from new patients;
15. Check in arriving patients;
16. Check out departing patients;
17. Open accounts for new patients;
18. Enter patient charges and CPT/ICD-9 codes;

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Essential Responsibilities: (continued)

19. Collect and enter payments;
20. Send patient bills and perform collection activities;
21. Prepare and send claims;
22. Post payments into patient accounting system;
23. Make bank deposits;
24. Organize and pay practice bills (account payable);
25. Make new charts for new patients;
26. File notes, lab, etc., into charts;
27. Make referral appointments;
28. Obtain prior authorization for referrals and tests;
29. Transcribe dictated notes and letters;
30. Order and manage inventory of supplies;
31. Maintain equipment.

Physical Demands:

Work may require sitting for long periods of time; also stooping, bending, and stretching for files and supplies. Occasionally lifting files or paper weighing up to 30 pounds. Requires manual dexterity sufficient to operate a keyboard, type at 60 wpm, operate a calculator, telephone, copier, dictation recorder and such other office equipment as necessary. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contacts. It is necessary to view and type on computer screens for long periods and to work in an environment which can be very stressful.

Working Conditions:

Work is performed in reception area. Involves frequent contact with patients. Work may be stressful at times. Interaction with others is constant and interruptive. Contact involves dealing with sick people.

I understand that this job description is intended to convey information essential to my understanding the scope of the position; this is not intended to be an exhaustive list of all responsibilities, skills, efforts, duties or working conditions associated with the position. I acknowledge that I have read the complete job description and that I can perform all functions, skills and requirements that are stated herein.

Print

Name: _____

Signature: _____

Date: _____