

Position Description

JOB TITLE: Medical Reception

REPORTS TO: Regional Clinic Manager

STATUS: Non-Exempt (hourly)

ROLE: This individual is responsible for a warm, welcoming first impression both in person and on the phone. They are responsible for greeting, answering phones, scheduling appointments, and completing all necessary paperwork while maintaining and organizing the flow of the front desk and scheduling areas. This position is the first impression for our patients and customers.

KEY RESPONSIBILITIES:

- Serves patients by greeting and helping them, scheduling appointments, and maintaining records and accounts
- Welcomes patients and visitors in person, on the telephone and answering or referring inquiries
- Optimizes patients' satisfaction, provider time by scheduling appointments in person or by telephone
- Keeps patient appointments on schedule by notifying provider of patient's arrival, reviewing service delivery compared to schedule, and reminding providers of service delays
- Comforts patients by anticipating patients' anxieties, answering patients' questions, and maintaining the reception area
- Maintains patient accounts by obtaining, recording, and updating personal and financial information
- Understanding and having knowledge of insurances and verifying active insurance, along with the ability to verify and utilize insurance websites
- Obtains revenue by recording and updating financial information and recording and collecting patient charges
- Daily census, cash total and EBO reports
- Schedules language and ASL interpreters, as needed
- Protects patients' rights by maintaining confidentiality of medical, personal, and financial information
- General knowledge of office equipment such as computers, copiers, faxes, and ordering office supplies
- Maintains operations by following policies and procedures, reporting needed changes
- Responsible for other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES:

- Works well both independently and as part of a team
- Exceptional verbal and written communication skills with attention to detail
- Ability to multi-task, problem solve and improve processes

- Handle PHI (private health information) with discretion and maintain confidentiality in compliance with HIPAA guidelines
- Work comfortably under pressure while multi-tasking in a fast-paced environment
- Commitment to the ENTSC's mission and vision

MINIMUM QUALIFICATIONS:

- Minimum 2 years' experience at a healthcare facility in a medical receptionist role
- Working knowledge of medical terminology and HIPAA regulations
- Ability to effectively handle multiple priorities within a changing environment
- Innovative thinker with strong problem-solving skills
- Meticulous attention to detail with the ability to multi-task
- Excellent documentation, communication, and IT skills

I have read and agree to abide by the job duties indicated above.

Name

Signature

Date