



JOB DESCRIPTION

JOB TITLE: Medical Receptionist
DEPARTMENT/DIVISION: Podiatry/Fairmont
STATUS: Full-time, Non-Exempt
REPORTS TO: Office Supervisor
DATE: January 2018

POSITION SUMMARY:

The Medical Receptionist is responsible for handling the patient flow at the front desk. This includes answering incoming calls, directing calls to appropriate staff, greeting and checking in all patients for office appointments, including paperwork for patients to fill out, scanning insurance cards, entering all demographic information into the electronic health record, entering referrals for office visits into EMR, and working closely with physicians and staff.

DUTIES AND RESPONSIBILITIES

- Greets and directs patients within the practice. Represents the organization and the practice in a positive and professional manner.
- Obtains patient demographic and verifies insurance information at each visit. Scans pertinent patient information into EMR.
- Answers telephones, takes messages and troubleshoots patient calls.
- Provides caller with information such as company address, directions to the company location, company fax numbers, company website, and other related information.
- Collects copays from patients and posts payments.
- Tallies up copays for the day, prints out the daysheet and matches up copays with patient information.
- Responsible for making, rescheduling and confirming appointments.
- Obtains prior authorizations.
- Rooms patient on occasion if MA is not available.
- Coordinates with Practice Administrator to resolve issues related to facilities management, computers, and other office equipment.
- Receives, sorts and faxes incoming reports and distributes to appropriate staff.
- Assists in the ordering, receiving, and stocking of office supplies.
- Assists with other related clerical duties such as photocopying, faxing, scanning, collating and mailing.
- Other duties as assigned.

EDUCATION & EXPERIENCE

- Minimum of a High School diploma; Associates Degree preferred.
- One to three years relevant experience.
- EMR experience preferred.

QUALIFICATIONS & REQUIREMENTS

- Strong customer service and organizational skills.
- Ability to multi-task.
- Strong verbal and written communication skills.
- Ability to be flexible and organized.
- Ability to work independently on assigned tasks as well as accept direction on given assignments.
- Able to work collectively with administration and staff.
- Able to work evenings and Saturdays

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