



**JOB TITLE:** Medical Front Desk Reception

**DEPARTMENT:** Administrative/Clerical

**STATUS:** Non-exempt

**REPORTS TO:** Team Lead, Department Supervisor

## **POSITION SUMMARY**

Medical Front Desk Reception welcomes patients, families, and visitors to the clinic either in person or over the phone. The general duties include receiving and directing incoming calls, messages, and assisting the business office as necessary. Notifies patient of copay responsibility and offers directions to the center. The Medical Front Desk Reception must work directly with the clinical staff members to properly route tasks. At all times, this position maintains the strictest confidentiality and follows the HIPAA rules and regulations.

## **RESPONSIBILITIES**

- Answer live incoming calls from patients wishing to schedule or reschedule an appointment; takes accurate messages and distributes tasks accordingly
- Screens patient accounts prior to scheduling to ensure outstanding balances and collection balances are addressed with patients according to RCIPS Financial Policy
- Obtaining necessary patient information to meet current Federal guidelines and Meaningful Use guidelines for electronic medical records
- Assist with sorting and tasking as appropriate the incoming faxes through practice management system
- Scanning pertinent patient information into EMR including patient authorizations, recent labs delivered by patient, etc.
- Preparing superbills and specimen forms for patients as needed
- Review the previous evening's answering service messages, returning calls to patients that request to cancel or reschedule their appointment
- Obtain Prescription Monitoring Program (PMP) report for daily appointments
- Copies insurance cards and other pertinent documents essential to complete the registration process
- Collects patient copay, co-insurance or deductibles as patient insurance policy requires
- Accurately enters patient demographic and insurance information into the practice management system
- Verify insurance on Scheduler three (3) days prior to scheduled appointment
- Explains practice requirements/regulations and answers patient questions articulately and courteously, speaking both informatively and sensitively. Refers misguided questions to the proper party or area in the practice as necessary
- Schedules return to clinic appointments and procedures, providing adequate time, checks privileges, looks for conflicts of time
- Obtaining patient authorization for medical records release (HIPAA compliance)
- Identifying and resolving minor patient billing complaints
- Ensure all signs are fully functional and operational with correct and timely messaging displayed, if applicable
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, brochures)
- Maintains business office inventory and equipment by checking stock to determine inventory level, anticipating needed supplies, verifying receipt of supplies
- Protects patients' rights by maintaining confidentiality of medical, personal, and financial information
- Maintains operations by following policies and procedures, reporting needed changes
- Contributes to team effort by accomplishing related results as needed
- Is friendly, courteous, and helpful to all patients and visitors
- Works collaboratively with all other departments to ensure a positive patient experience

- Other duties, as assigned

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to cope with a busy, challenging office environment.
- Ability to communicate calmly and compassionately in a high-volume call center.
- Ability to multitask effectively; apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- Must be able to work independently or as part of a team; maintain good interpersonal relationships with patients, co-workers, and other health team members.
- Must be flexible, organized and be able to manage a demanding workload with accuracy.
- Knowledge of customer service principles and techniques.
- Knowledge of common office computer programs; Word, Excel, Internet.

### **EDUCATION/EXPERIENCE REQUIRED**

- Minimum High School Diploma or equivalent.
- Experience working with the public; ability to demonstrate strong communication and customer service skills.
- Previous medical office experience required.

*A review of this description has excluded the marginal function of the position that are incidental to the performance of fundamental job duties. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor.*