

JOB DESCRIPTION:
MEDICAL RECEPTIONIST & CHECK-IN CLERK

Job Information:

Department: Front Office
Reports to: XX

Job Summary:

The Medical Receptionist is responsible for greeting patients, providing appropriate information, and communicating with departments and other staff members. They are the first smiling face that patients see when entering the office. They reflect the standards and level of care that patients can expect to receive for the entire visit.

To be successful in this position, the receptionist must be cheerful, friendly, polite, tactful, and professional in appearance and manner at all times. They have to be knowledgeable of all office financial policies as well as being aware of all scheduling rules for each provider. They will gather patient information, assemble charts, and maintain the smooth flow of charts to the clinical areas of the office. The successful Medical Receptionist & Check-in Clerk will be a team player and respectful of their co-workers.

Essential Duties & Responsibilities:

As assigned, but not limited to the following:

- Greet patients in polite, prompt, helpful manner. Provide necessary instructions and/or directions. Inform appropriate person of patient's arrival according to protocol.
- Update patient information, provide any necessary forms needing completion, obtain necessary signatures. Construct new patient charts as instructed.
- Use computer system to generate information necessary for billing.
- Obtain and/or verify necessary demographic and financial information according to protocol.
- Maintain clean, orderly waiting area.
- Verify patient insurance eligibility.
- Pull and/or file charts as needed.
- Answer phone according to protocol.

Supervisory Responsibilities:

None, unless otherwise assigned.

Qualifications:

Education:	High school graduate. Formal medical assisting training preferred.
Experience:	Minimum of one year work experience in a medical office or equivalent working experience. Knowledge of medical terminology desired. Word processing and computer experience.
Skills: with	Interpersonal skills to deal effectively and courteously with patients. Able to speak English clearly and make self understood. Good verbal and written communications skills. Correct grammar and spelling skills. Skill in using office equipment and handling paperwork Able to read, understand, and follow oral and written instruction. Able to sort and file materials correctly by alphabetic or numeric system.

Requirements:

Certified Medical Assistant preferred but not required.

Physical Demands:

Sitting, some standing, stooping, and reaching.
Manual dexterity sufficient to operate a keyboard, type at 50 wpm.
Correctable vision to 20/20 and hearing in a normal range for telephone contacts.
Minimal weight lifting over 10 pounds.

Work Environment:

Sometimes busy, hectic, noisy, and/or stressful with interruptions.

This description is intended to provide basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities, and working conditions may change as needs evolve.