



Job Description

Job Title: Receptionist

Reports To: Healthcare Administrator

FLSA Status: Non-Exempt

Summary: Attend to patients on the telephone and in person. Coordinate and organize appointments and documentation to facilitate the smooth running of the healthcare environment and support delivery of quality patient care

Duties and Responsibilities include the following;

- Serves patients by greeting them, scheduling appointments, and maintaining records and accounts.
- Welcomes patients and visitors in person or on the telephone, and answering or referring inquiries.
- Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information.
- Obtains revenue by recording and updating financial information, recording and collecting patient charges, controlling credit extended to patients, and filing, collecting.
- Maintains business office inventory and equipment by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies, verifying receipt of supplies, and scheduling equipment service and repairs.
- 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 task and other duties as needed.

MINIMUM QUALIFICATIONS

- High school diploma + certification for Medical Assistant, and payment collection
- Experience with direct patient care
- Experience with EMR (electronic medical records)
- Experience using computer software (word, spreadsheets etc.)

SPECIAL SKILLS

- Ability to prioritize multiple tasks successfully.
- Ability to work in a diverse, flexible environment.
- Excellent oral, written, and interpersonal communication skills
- Must be able to work independently, be well organized, and flexible.
- Strong organizational skills and detail-oriented