

# Medical Receptionist Job Description

## Summary

The Medical Receptionist is the face of the practice. He/she answers inquiries, provides information, sets appointments, looks up insurances and directs the flow of the office from check-in to check-out.

## Job Duties

- Greet patients upon arrival and perform check-in tasks.
- Collect and update pertinent patient demographic information. Information includes name, address, phone number, email, pharmacy, PCP, patient consent to treat and bill insurance.
- Obtain and confirm medical and vision insurances, making calls to insurance as needed to verify coverage and copay. If coverage is not found, follow up with patient.
- Scan documents, including insurance cards, reports, forms and any other documents necessary and save in Compulink.
- Capture patient photographs.
- Explain intake forms to new patients and obtain any necessary signatures or waivers.
- Handle patient inquiries and emergencies.
- Answer all phone calls in a professional and courteous manner and accurately record and deliver any phone messages.
- Maintain the log of all voicemail calls requiring further action.
- Check Weave and email daily, responding to confirmation requests and other messages.
- Schedule future appointments and recalls.
- Maintain Doctors schedules, confirm appointments and mark appointments confirmed.
- Schedule referrals, including those for cataract and retina.
- Call the pharmacy on behalf of the patient or Doctor as needed.
- Collect payments and post to ledger.
- Reconcile the previous business day's cash, check, and credit card payments balancing to daily report.
- Follow up on fax or calls in response to 1800 contact or other RX related inquiries.
- Request medical records or reports from other providers as needed.

## **Job Duties Continued**

- Submit electronic DMV eye test and license renewal requests.
- Retrieve, sort, and deliver mail. Accept and sign for packages and distribute throughout the office.
- Send out bills to patients for balances due.
- Respond to and complete task in action items either from Doctor and/or billing department.
- Utilize the Compulink helpline to learn how to better use the features Compulink offers when a question arises and contact Compulink immediately to resolve any issues.
- Maintain clean and orderly reception area.
- Supply the front desk and update forms.
- Shred documents as needed.
- Clean, remove trash, sweep, vacuum daily or as needed.
- Other duties as assigned by management.

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **Education**

- High school diploma or equivalent.
- Previous, relevant work-related experience.

## Skills / Experience

- 2 years of experience at a healthcare facility in a medical receptionist role (preferred).
- Working knowledge of medical terminology, HIPAA regulations, ICD, and CPT coding (highly recommended).
- Meticulous attention to detail with the ability to multi-task.
- Strong organizational & administrative skills.
- Ability to work under pressure and react effectively to emergency situations.
- Ability to use discretion while working with sensitive information.
- Excellent documentation, communication, and technology skills.
- Ability to communicate clearly both verbally and in writing and practice active listening.
- Basic office skills and experience using fax, phone, copier, etc.
- Excellent time management.
- Exemplary customer service skills.
- Passionate about healthcare excellence.

## Work Environment & Physical Demands

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; sit; walk; use hands; reach with hands and arms; stoop, kneel, talk and listen. The employee must lift up to 10 lbs. occasionally.