



Job Description

Title: Medical Receptionist

Job Summary: The Medical Receptionist will be working in a busy out-patient clinic. The receptionist provides a warm and friendly welcome to all patients. They register patients, schedule patients, manage messages between patients and providers, manages electronic medical records.

Job Reception Responsibilities include but are not limited to:

- Greet and welcome all patients. Check patients in according to Center protocol
- Assist new patients with necessary registration paperwork such as HPPA, Financial Policy, ROI, Consent for Treatment. Be familiar with these policies to explain to patients. Protect patient confidentiality by ensuring all protected health information (PHI) in open view, logging off computers when unattended
- Work with supervisor on managing and maintaining provider schedules to maximize time and efficiency
- Schedule new patients, reschedule current patients, manage cancelled and no-show patients. Collect and update insurance information.
- Answer phones in a polite, competent and professional manner, take phone messages and send to providers through EHR
- Collect all appropriate co-pays and account balances
- To facilitate patient flow by notifying the provider of patients' arrival, being aware of delays, and communicating with patients and clinical staff
- To inform the patient if the provider is running late or is unable to attend to patients for the day. In such cases, the receptionist must be courteous, apologize for the inconvenience caused, and assure the patient that the appointment will be rescheduled
- Take inventory of office supplies, maintain organized supply room and assist in ordering office supplies
- Clean and vacuum reception area daily. Vacuum and empty trash containers from provider offices weekly
- To secure the building, turn off or unplug appliances and machines according to agency protocols, and lock all entrances at the close of each working day
- Notify Patient Financial Services of any changes in insurance status.

Job Qualifications



- Excellent communications skills with patients, providers, and staff
- Ability to maintain a professional and calm demeanor at all times
- Proficient in computer skills
- Ability and willingness to be a team player, to contribute to the overall success of Saint Sophie's