



Front desk Job Description

Specific duties may include, but are not limited to the following; welcomes patients and visitors to the medical office by greeting patient and visitors in person and on the telephone; answers inquiries or refers questions to the appropriate staff member. Schedules appointment for the physician/s and APRN's. Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area. Endeavors to check out patients, schedule follow appointments as per the providers instructions. Maintains reception area in neat and orderly condition. Obtaining patient demographic and verifying insurance information at each visit. Obtaining necessary patient information to meet current Federal guidelines and Meaningful Use guidelines for electronic medical records. Scanning pertinent patient information into EMR including patient authorizations, recent labs delivered by patient, etc. Insurance verification and collection of co-pays. Provides positive customer relations in dealing with patients, families, physicians, members of the healthcare team, referral sources, services agencies and others. Adheres to all department/facility policies. Be able to communicate effectively both verbally and in writing. Comply with all client facilities' policies, procedures and practices. Comply with all policies and to uphold our standards of excellence while on assignment at our client facilities. Prepares a next day schedule of examinations or treatment Protects patients' rights by maintaining confidentiality of personal and financial information. May assist other staff members with their duties as workload dictates. Opens and sorts all office mail. Delivers outgoing mail to post office. Summons ambulance or EMS and assists other staff members as needed.

Working Conditions: The Medical Receptionist must understand and accept the possibility of exposure to inside environmental conditions, such as noise, infectious/communicable diseases, odors and dusts. There is also the possibility of verbal abuse from an out of control patient and/or visitor.

Name

Signature

Date