



Job title	<i>Medical Office Receptionist</i>
Reports to	<i>Front Office Manager</i>

Job purpose

The Medical Office Receptionist is the clinic's first interaction point with the patient. The intent of the Medical Office Receptionist is to ensure that the patient is adequately greeted, directed, and properly set up within the clinical documentation system. The Medical Office Receptionist also serves as the entry point into the clinical revenue cycle. The Medical Office Receptionist assists the organization with any other duties, as assigned, to help drive our Vision, fulfill our Mission, and abide by our organization's Values.

Duties and Responsibilities

Essential Duties and Responsibilities:

- Demonstrates Compassion and Caring
- Greet clients coming into the clinic, and check each into the EMR
- Provide health screening for all visitors, as needed
- Answer multi-line phone system and direct calls as backup for phone operators
- Collect copays and fees for private pay clients
- Provide new clients with opening paperwork, and check documents to ensure they are complete, dated and signed
- Respond to questions regarding services offered
- Schedule follow-up appointments
- Check insurance coverage for patients scheduled each day
- Enter and scan data into the EMR as directed
- Distribute incoming Fax documents
- Clean front desk, reception area and ensure waiting room is tidy
- Assist patients with getting transportation to and from their appointments at our office

Qualifications

Qualifications include:

- High School Diploma or GED
- Bilingual in Spanish (Required)
- Experience with NextGen Medical EMR (Preferred)
- Prior Medical Receptionist Experience (Preferred)
- Knowledge of HIPAA, Regulatory Compliance, and OSHA Standards
- Good Verbal and Written Communication Skills

- Organization and Prioritization Skills
- Ability to Multitask
- Superior Telephone Etiquette
- Strong Typing Skills
- Understanding of Basic Medical Terminology

Working conditions

Office setting, well-lighted and ventilated. Possible exposure to communicable diseases.

Physical requirements

Dexterity sufficient to operate a PC and other office equipment. Ability to lift and transport up to 25 lbs. May require extended periods of standing, walking, or sitting. Good visual acuity through normal or corrected vision.

Salary is between 17.50 and 20.00 per hour depending on experience. We are happy to help train those new to healthcare!