

JOB DESCRIPTION

POSITION: Check-In Receptionist

DEPARTMENT: Front Office

REPORTS TO: Front Office Supervisor

JOB SUMMARY: This individual is responsible for welcoming patients to the practice, treating all patients in a professional and courteous manner, checking-in patients, reviewing patient charts to verify necessary information and signatures, and entering new patient information into computer.

EDUCATION AND EXPERIENCE:

1. High school diploma or equivalent.
2. Two years minimum experience in medical practice.

ESSENTIAL SKILLS AND ABILITIES:

1. Excellent customer service and communication skills.
2. Ability to work as a team member.
3. Management of multiple tasks simultaneously.
4. Motivation to succeed.
5. Empathetic personality giving attention to patient's needs and concerns.
6. Working knowledge of Excel.
7. Strong organization with attention to detail.
8. Respectful treatment of patients and co-workers.

RESPONSIBILITIES:

1. Patient Check-In

- a. Checks patients in, greeting everyone in a pleasant and professional manner.
- b. Tracks patients in the reception area and communicate with them, as needed.
- c. Evaluates chart data to verify all information has been received, completed, and signatures obtained.
- d. Photocopies patient's insurance card.
- e. Ensures that proper authorization or referral is collected from the patient.
- f. Assists patients in obtaining authorization or referrals that have not been received by the practice.
- g. Enters all new patient demographic information into the computer.
- h. Places charts in bin for specific physician or technician.
- i. Marks arrival time of patients in office and make sure that patients are seen on time.

2. Administrative

- a. Places telephone calls to new patients to confirm upcoming appointments and verifies information required of the patient at the time of appointment.
- b. Places telephone calls to no-show appointments; reschedules as needed.
- c. Provides back-up support on telephones.
- d. Inspects reception room for neatness.
- e. Performs other duties as required.
- f. Assists other front office personnel as needed.