



A Member of **MEMORIAL'S** Family of Services

## **Job Description**

**Title of Position:** Receptionist

**Department:** Reception

**Supervisor(s):** Practice Administrator and/or Designee

**FLSA Status:** Non-Exempt.

**Positions Supervised:** None

**Pay Grade:** Receptionist/Scheduler/Switchboard

**Last Revised:** July 2008

### **POSTION SUMMARY:**

The Receptionist provides the initial patient/clinic contact. He or she performs the varied functions of this position and at the same time is helpful and cordial to all patients and/or clients.

### **SPECIFIC DUTIES AND RESPONSIBILITIES:**

#### Reception

1. Updates patient information, collects co-pays, provides any necessary forms needing completion, and obtains signatures as necessary.
2. Input demographics for new patients into Practice Management System
3. Schedule patients for appointments as needed.
4. Answers phones in a pleasant manner as needed.
5. Executes customer needs expeditiously.
6. Responsible for ensuring automated message machine for patient reminders is set daily, if applicable.
7. Listens to voicemail messages and distributes as appropriate, if applicable.
8. Accurately enters pre-registration data for new patients before first appointment.
9. Generates an encounter form and/or fee slip.
10. Informs patient of approximate wait time, if necessary
11. Provides patients with quote for charge, if applicable.
12. Verifies insurance eligibility with insurance company as appropriate.
13. Gathers cash collection information and delivers to designee for coding, if applicable.

#### Miscellaneous

1. Exemplifies excellent customer service with patients, visitors, and other employees; shows courtesy, friendliness, helpfulness, and respect.
2. Consistently demonstrates respect for the capabilities, different cultures and/or personalities of internal and external customers.
3. Relates well, and works collaboratively with, all levels of staff in a professional manner.
4. Consistently alters plans/routines when situation requires and continues to perform without projecting stress/frustration that would adversely affect the work environment.
5. Maintains and ensures patient privacy and confidentiality.
6. Takes the initiative to proactively assist others without direct supervision and to resolve problems with other departments and co-workers.
7. Ensures building is clean, organized and presentable for patients and clients.
8. Maintains open and effective communication with providers and employees to ensure quality patient care.
9. Performs other duties as assigned.



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**QUALIFICATIONS:**

**Education:** High school graduate or equivalent.

**Experience:** One year experience as a medical receptionist or other related field required.

**Licenses/Certificates/Registration:** Current Washington State driver's license, preferred. If a licensed driver, proof of automobile liability insurance coverage required.

**Knowledge/Skills/Abilities Required:** Ability to read, write, and communicate clearly in English; keen organizational skills; knowledge of medical terminology/abbreviations; ability to appropriately address irritated patients; knowledge of established professional customer service concepts, principles, and practices; display a pleasant and courteous telephone manner; ability to work under stressful conditions; ability to prioritize and execute a variety of tasks simultaneously; ability to work with frequent interruptions; proficient in common computer applications; and knowledge of medical billing insurance helpful.

**ESSENTIAL FUNCTIONS:**

1. Ability to work at a computer terminal for extended periods of time on a daily basis.
2. Physical requirements for this position include: hearing, seeing, speaking, feeling, reaching, pinching, and repetitive motions.
3. This position requires sitting for long periods of time. Walking and/or standing is required routinely.
4. This position requires exerting up to 40 pounds of force in order to lift, carry, pull, or move objects.

*“Memorial Practice Management provides reasonable accommodations to assist qualified individuals in order to perform the essential duties their job requires. The description is intended to provide only basic guidelines for meeting job requirements and serves as merely a summary rather than a complete listing of duties. Responsibilities, knowledge, skills, abilities, and working conditions may change as needs evolve. This job description does not constitute a contract as employment is at will.”*

**Incumbent's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_