

Job Title: Medical Receptionist

Summary of Duties: Provides professional customer service by obtaining and verifying necessary demographic and insurance information. May schedule appointments.

Supervision Received: Clerical Lead

Essential Functions:

1. Follows opening and closing procedures according to office guidelines.
2. Greets patients/parents in polite, prompt, helpful manner and provides any necessary instructions/directions. Informs nursing staff of patient arrivals.
3. Obtains and enters new patient demographics; updates patient information, as necessary, in the computer system to maintain accuracy for billing.
4. Obtains insurance information; may require verification by contacting insurance companies
5. Collects all co-pays and balances, as required by office policies. Understands and can apply payments to balances.
6. Reviews all forms for accuracy and completion according to office policies prior to accepting.
7. Applies billing codes accurately at check out.
8. Schedules return appointments at check out.
9. Proves out at closing showing the day's total receipts; matches the day's transactions and completes deposit slips.
10. Files charts, demographic forms, HIPAA Acknowledgement forms, etc.
11. Assists with answering the phone during lunch hour, transferring to appropriate staff.
12. Assists the telephone operator as needed during the day.
13. Maintains clean and orderly waiting area including reading material.
14. Requires working on Saturday mornings, based on rotation schedule.
15. Attends monthly staff meetings as required.
16. Conducts self in accordance with HPA's employee manual.
17. Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations.

Education: High school graduation or GED

Skills/Experience:

1. Word processing and computer experience.
2. Medical terminology helpful.
3. Minimum of one-year work experience in customer service.
4. Must be organized and detail-oriented.

Environmental/Working Conditions: Work is performed in an office environment. Work may be stressful at times due to a busy office. Interaction with others is constant and interruptive.

Physical Demands: Work may require hand dexterity for telephone and office machine operation. There may be excessive standing while working at the check-in counter. May be occasional lifting of supplies up to 20 lbs.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, skills and working conditions may change as needs evolve.