

Southern Indiana Community Health Care

Medical Receptionist Job Description

General Summary of Duties: Greets, instructs, directs and schedules patients and visitors. Serves as a liaison between patient and medical support staff.

Physical Demands: Work may require sitting for long periods of time; also stooping, bending and stretching for files and supplies. Occasionally lift files or paper weighing up to 30 pounds. Requires manual dexterity sufficient to operate a keyboard, type at 60 wpm, and operate office equipment as necessary. Requires normal visual acuity and hearing.

Working Conditions: Work is performed in reception area. Involves frequent contact with patients. Work may be stressful at times. Interaction with others is constant and interruptive. Contact involves dealing with sick persons.

Daily Duties and Responsibilities:

1. Greet patients and visitors in a prompt, courteous and helpful manner.
2. Check in patients, verify insurance eligibility and update necessary information in the database. Assist patients with ambulatory difficulties.
3. Maintain appointment book and follow office scheduling policies.
4. Answer telephone, screen calls, take messages, and provide information.
5. Type correspondence, sort mail, and medical records as directed.
6. Screen visitors and respond to routine requests for information.
7. Maintain work area and lobby in neat and orderly manner.
8. Attend meetings as required and participate on committee as requested.
9. Maintain patient confidentiality.
10. Perform related work as required.
11. Verify and enter qualifying CHAP into PM system, then file at designated location.
12. Reports safety, privacy, or general patient concerns to administration or privacy/security officer.

Performance Requirements:

- Knowledge of business office procedures.
- Knowledge of grammar, spelling and punctuation to type patient information.
- Ability to operate computer and other office equipment.
- Skill in greeting patients and answering the telephone in a pleasant and helpful manner.

- Ability to speak clearly and concisely.
- Ability to read, understand and follow oral and written instructions.
- Ability to sort and file materials correctly by alphabetic or numeric systems.
- Ability to establish and maintain effective working relationships with patients, employees, and the public.

Additional Duties as Assigned:

1. Order patient assisted medications.
2. Sort out any faxes that come into the clinic and deliver or distribute as needed.
3. Scan documents and issue to correct recipients.
4. Complete and submit Release of Records.
5. Call insurance companies or doctor offices to get authorization for patient visit/services.
6. Train new employees as needed.
7. Work with collaboration team to gather information for the grant and submit reports/data as required.
8. Trouble-shoot office equipment if possible.
9. Enter patient reminder/appointment recalls, and/or print report as instructed.

Miscellaneous Duties Assigned per Office Manager/Administration

1. _____
2. _____
3. _____
4. _____

Sign: _____

Date: _____