



JOB DESCRIPTION: MEDICAL RECEPTIONIST

SUMMARY: Serves as initial contact for all patients visiting office.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Answers, screens, and directs all calls on multi-line phone system; takes detailed messages and/or forwards telephone calls to appropriate practitioner, voice mail, or pager.
- Schedules patient appointments.
- Clears messages each morning and delivers to appropriate practitioner or team member.
- Meets and greets patients; announces, directs, and/or escorts to appropriate area.
- Prepares and forwards outgoing mail and packages.
- Explains facility philosophy, policies, and procedures to potential and new patients/residents and their representatives.
- Collects missing HIPAA signatures, takes patient photos, verifies address and telephone number(s), checks and updates insurance eligibility and scans new cards.
- Composes and types routine correspondence as required.
- Gathers sufficient registration data to determine whether patients are eligible for services to be rendered by a provider.
- Collects and requests payments from patients and relevant individuals.
- Performs general clerical duties including but not limited to filing, photocopying, faxing, and mailing as required.
- Organizes and maintains file system; files correspondence and other records including but not limited to filing, retrieving test results or charts.
- Orders and maintains supplies, arranges for equipment maintenance, and keeps reception area organized.
- Completes requests for copies of medical records and distributes as appropriate; coordinates charge record/invoice for medical record copies when appropriate.
- Inputs patient information and demographics into computer system.
- Demonstrates a high level of professionalism in dealing with confidential and sensitive issues.
- Performs other duties as assigned by supervisor.

QUALITY IMPROVEMENT ACTIVITIES

(PCMH, DSRIP, CPC+, APC, HEDIS, Value-based Programs and future programs)

- Participates in daily face-to-face huddles or reviews and signs document no later than 30 minutes after the start of the shift.
- Collaborates with team members and assists patients by reviewing and responding to all individually assigned Triage/ Documents/ To-do's daily.



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- Daily collaboration with team members and patients by reviewing and responding to all team assigned Triage/ Documents/ To-do's; including but not limited to front desk, and medical records tasks on MEDENT's Chart Central.
- Distributes and collects patient surveys.
- Collects patient information using intake form, completes patient PCMH orientation checklist, obtains consent for records transfer, distributes patient portal access and provides transition coordination from pediatrics to adults.
- Monitors no-show rates.
- Participates in quality improvement and utilization review activities.
- Assists with the identification of strategies to improve health outcomes with an emphasis on preventive interventions.
- Participates in establishing department/organization goals, identifying priorities, and implementing and evaluating quality improvement efforts.
- Participates in patient (or person) and family advisory council (PFAC).

QUALIFICATIONS:

- Associate's degree (A.A.), two to four years related experience, or equivalent combination of education and experience.
- Excellent verbal and written communication skills.
- Proficient in Microsoft Word, Excel, PowerPoint.
- Strong interpersonal skills.
- Ability to understand and follow written and verbal instructions.
- Commitment to excellence and high standards.
- Strong organizational skills; able to manage priorities and workflow.
- Type a minimum of 50 WPM.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Must be able to speak, read, write, and understand the primary language(s) used in the workplace.
- Knowledge of medical terminology helpful.
- Professional appearance and demeanor.
- Bilingual skills a plus.

PHYSICAL/MENTAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to do the following:

- Coordinate multiple tasks simultaneously.
- Understand and respond to a diverse population.
- Perform some repetitive motion activities.
- Sit for long periods of time.

WORK ENVIRONMENT:

- Frequent exposure to blood-borne and airborne pathogens or infectious materials.



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Medical Receptionist

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Ted J. Triana, D.O.

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Signature

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Date

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Date