



## **JOB DESCRIPTION**

**JOB TITLE:** Medical Receptionist  
**DEPARTMENT:** Medical Reception  
**Date:** August 24, 2022

### **SUPERVISORY RELATIONSHIPS:**

Reports to: Provider on duty

### **GENERAL SUMMARY:**

Receptionists provide spectacular customer service by greeting patients, preparing necessary forms, and building medical charts with those forms. We use the computer system to order patient services, verify and update patient data, and print appropriate forms. We perform various clerical duties such as answering telephones, taking and delivering messages, copying materials, filing records, and the like.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Greet patients in a positive and helpful manner. Provide information and assistance as needed.
2. Gather necessary demographic and insurance information from patient to build a new/updated patient account in the computer
3. Using the computer system, generate fee slips for patients according to prescribed procedures, review fee slip information for accuracy and instructions
4. Provide necessary forms to patients for completion and signatures
5. Keep patients informed of their account information
6. Use the computer to order services needed for corporate patients
7. Gather or create a patient chart
8. Notify nursing staff that patient is ready to be seen
9. Answer telephone calls, record messages for co-workers and deliver messages
10. Maintain an adequate level of office supplies and necessary forms and order office supplies as needed for smooth department operations
11. Maintain various logs of daily activities including patient count and financial transactions in order to prepare monthly tallies of operating activity
12. Perform various clerical duties such as photocopying forms, reports and patient information, faxing forms, filing forms/charts
13. Collect payments, insurance co-pays, medicine charges
14. After the patient has left the clinic, distribute patient paperwork to proper departments
15. Maintain a tidy and clean lobby and work area
16. Prepare the patient lobby and reception work area for patients each morning
17. Prepare the patient lobby and reception area to be closed each evening
18. Be a support team player for all of Physicians Immediate Care

## **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. Interpersonal skills necessary in order to: deal effectively and courteously with telephone callers, patients and families; exchange patient related information with a variety of clinic personnel; interact effectively with physicians and nurses.
2. Ability to read and write to prepare medical records, charts, generate and prepare fee slips, and to perform simple arithmetic calculation when completing fee slips and activity logs at a level normally acquired through completion of high school
3. High school diploma is required. Previous medical reception experience is preferred
4. Approximately 4-6 weeks on the job experience necessary in order to learn department and clinic policies and procedures.
5. Analytical skills necessary in order to maintain logs of department activities
6. Ability to concentrate and pay close attention to detail when gathering patient data, entering it into computer system, giving information, ordering services, completing log sheets of daily activities
7. Knowledge of facility and surrounding facilities to assist or direct patients to other locations accordingly
8. Participation in quality improvement plans
9. Demonstration of a willingness to adjust responsibilities to accommodate a fast-paced work environment, maintain excellent customer service, and create teamwork with co-workers
10. Willingness to take responsibility for actions, act positively upon feedback from others

## **PROFESSIONAL RESPONSIBILITY STANDARDS:**

1. Adherence to professional expectations as outlined in the PIC handbook
2. Demonstrates flexibility in relation to work schedule
3. Identifies areas where processes can be improved to increase quality, contain cost and improve service
4. Participation in department and company-sponsored meetings and events

## **WORKING CONDITIONS:**

Works in a normal office environment where there are few, if any, physical discomforts.