



JOB TITLE: MEDICAL RECEPTIONIST/CALL CENTER REPRESENTATIVE
FLSA STATUS: NON-EXEMPT
DEPARTMENT: RECEPTION

POSITION SUMMARY:

The *Medical Receptionist/Call Center Representative* position is responsible for scheduling and interacting with patients via telephone, face to face, email, and performs a range of duties which includes gathering required information in preparation for the patient's on-site appointment.

ESSENTIAL FUNCTIONS - PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Welcomes all patients and visitors by greeting patients and visitors in person or on the telephone.
- Handles all incoming telephone calls from patients, makes appointments, and answers general questions and inquiries.
- Uses computer systems to refer to existing patient information or set up new patients in the scheduling tool. Provides the patient with available timeslots not allowing patients to give times they are available to ensure full use of the physician timeslots.
- Maintains registration flow by efficiently moving patients through the process and readying them for clinical staff using Centricity and MEDFLOW systems.
- Communicates all add-ons, delays, cancellations, and "no-shows" to Clinical Coordinator.
- Interacts with patients by answering questions, providing information, and keeping the Reception area in order. Provides support to patients in distress by responding to emergencies.
- Responsible for inputting very detailed information on the patient using a variety of computer screens. After completion of the call and input of the patient information, representative checks records verifying the details entered and adds any additional notes that may be necessary.
- Explains all current fees and patient financial responsibility and informs patient of payment required for existing balances due at or before next appointment.
- Provides information to callers on practice policies and procedures such as what is required following physician template, using proper encounter codes, in preparation for appointment (insurance, id, etc.).
- Schedules to ensure efficient patient flow based on predetermined appointment availability.
- Secures patient information and maintains patient confidence by completing and safeguarding medical records, completing diagnostic and procedure coding, and keeping patient information confidential.
- Follows up with patients when they are a no show for an appointment and may make calls to patients asking if they were satisfied with the service they received.
- Maintains general filing system and files appropriate correspondence electronically or manually.
- Receives, directs, and relays telephone and fax messages.
- Responsible for report generation and analysis in support of departmental goals and objectives.
- Responds to calls efficiently, not put time saving before quality of service.
- Maintain inventories of supplies and provides a list of what is needed to the Team Leader.
- Must be able to cover Medical Reception/Call Center desk as needed.
- Performs other general administrative tasks as directed by team lead.

QUALIFICATIONS & SKILLS:

- High school diploma or GED required.
- Minimum of 1 year of relevant experience and/or training, or equivalent combination of education and experience in a medical receptionist/customer service role.
- Knowledge of multi-line phone system.
- Proficient in computers and relevant software applications and practice management technology including electronic recordkeeping.
- Knowledge of customer service principles and practices.
- Demonstrated initiative and strong organizational skills.
- Exceptional interpersonal communication skills with a positive tone and welcoming body language.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Deals with confidential information and/or issues using discretion and judgment.

PREFERRED EXPERIENCE:

- Prior Call Center experience in a medical office.
- Experience with electronic scheduling system and electronic medical records (EMR).

SUPERVISION EXERCISED:

- This position has no supervisory responsibilities.

WORK ENVIROMENT & PHYSICAL DEMANDS:

- Work is performed in a medical office setting.
- Physical demands of position: must be able to sit for long periods of time, must have manual dexterity to work computer systems and keyboard.
- Must be able to have face to face conversation with patients and staff.
- Must be able to lift 25 lbs.

GENERAL SIGN OFF: The employee is expected to adhere to all company polices. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

I have read and understand this job description and recognize it may change to meet the needs of the business.

Signature: _____

Date: _____