



## JOB DESCRIPTION: MEDICAL RECEPTIONIST

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Classification: Non-Exempt  
 Reports To: Manager  
 Date: February 2019

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Summary / Objective: Responsible for creating a great patient service experience. Provide excellent patient and co-worker support.

MAIN FUNCTION	Provide excellent and knowledgeable patient service
Duties and responsibilities	<ol style="list-style-type: none"> <li>1. Philosophy               <ul style="list-style-type: none"> <li>- Supports the practice's ideology, mission, goals and objectives</li> <li>- Performs in accordance with the practice's policies and procedures</li> <li>- Follows the practice's standards for ethical business contact</li> <li>- Recognizes patients' rights and responsibilities</li> <li>- Participates in meetings, in-services and activities</li> <li>- Seeks out additional assignments and duties</li> </ul> </li> <li>2. Work Quality               <ul style="list-style-type: none"> <li>- Performs duties in an accurate and organized manner</li> <li>- Adheres to policies and procedures in performance of duties</li> <li>- Ensures knowledge of job and asks questions when unsure</li> <li>- Completes duties within appropriate timeframes</li> </ul> </li> <li>3. Personal Attributes               <ul style="list-style-type: none"> <li>- Shows initiative and dependability including punctuality and attendance</li> <li>- Displays good judgement</li> <li>- Cooperates and is flexible</li> <li>- Follows appropriate dress code presenting a professional image</li> </ul> </li> <li>4. Customer Service               <ul style="list-style-type: none"> <li>- Fosters a culture of outstanding patient service showing courtesy in interactions with patients, physicians and co-workers</li> <li>- Presents good telephone skills</li> <li>- Responds promptly to patient needs and co-workers requests</li> </ul> </li> <li>5. Communication and Teamwork               <ul style="list-style-type: none"> <li>- Expected to be a positive and responsible team member with a good attitude</li> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>- Presents good oral and written communication skills.</li> </ul> <p>6. Professional competence</p> <ul style="list-style-type: none"> <li>- Participates in continuing education and other learning experiences</li> <li>- Welcomes suggestions and recommendations</li> </ul> <p>7. Medical Receptionist duties</p> <ul style="list-style-type: none"> <li>- Provide excellent patient service by checking patients in and out</li> <li>- Answering phone calls and schedule appointments and procedures</li> <li>- Collecting co-pays and outstanding balances</li> <li>- Prepare end of day bank reconciliation</li> <li>- Verify demographic information for accuracy. Update as necessary</li> <li>- Verify necessary paperwork is complete and properly scanned</li> <li>- Verify patient insurance authorizations are in place</li> <li>- Obtain authorizations as needed for procedures</li> <li>- Manage messages between patients and providers</li> <li>- Confirm appointments. Reschedule/cancel as needed</li> <li>- Monitor and distribute incoming faxes</li> <li>- Sort incoming mail. Process outgoing mail</li> <li>- Complete medical records requests</li> <li>- Inventory medical and office supplies. Request replenishment from the main office</li> <li>- This job description is subject to change at any time and will include other tasks and duties as assigned</li> </ul>
Qualifications	<p>Education / Experience</p> <ul style="list-style-type: none"> <li>- Associate degree preferred</li> <li>- Minimum 3 years' experience as a medical receptionist</li> <li>- Knowledge of Electronic Medical Records</li> <li>- Proficient in Microsoft Office Suite</li> <li>- Excellent written and verbal communication skills</li> <li>- Strong people management skills and team working skills</li> </ul>
Physical Demands and Work Environment	<ul style="list-style-type: none"> <li>- While performing the duties of this job, the employee routinely is required to sit; walk; talk and hear; use hands to keyboard, finger, handle and feel, stoop, kneel, crouch, twist, reach, and stretch.</li> <li>- The employee is required to move around the office.</li> <li>- Specific vision abilities include close vision, color vision, peripheral vision, depth perception, and ability to focus.</li> <li>- May occasionally lift and/or move up to 20 lbs.</li> </ul>

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Employee Signature

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Date

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Supervisor Signature

\_\_\_\_\_  
Date