

Job Description – Medical Receptionist

Department: Front Desk

Reports To: Front Desk Supervisor

Position: Full-Time

Job Category (FLSA status): Non-exempt

Approved By: Leigh Ann Hobson

Revision Date: 04/06/22

Effective Date: 04/06/22

Purpose

The Front Desk Receptionist is responsible making sure all patients are checked in to the system efficiently, promptly and courteously to ensure superior customer service and an A+ Patient Experience.

Essential Functions

- Greet incoming patients/vendors and directs them to the appropriate area.
- Patient check in which includes ensuring patients receive appropriate forms, any necessary documents are copied/scanned into the system and relocating patient to the correct waiting area.
- Distribute exam prep and provide instructions to patients for proper dosage as needed.
- Assist patients, when necessary, to their waiting area and/or as they leave the facility.
- May require scheduling patients, ordering outside reads and burning CD's after 5:00
- Answering incoming calls to The Radiology Clinic as necessary in an efficient and courteous manner.
- Collect patient's co-payment and deductible amounts.
- Afternoon shift is required to make call reminders to patients, other than CT, MRI and PET, after 5:30
- Must exercise utmost diplomacy and tact to provide excellent customer service for patients; practices confidentiality and privacy protocols in accordance to Clinic policies and HIPAA requirements.

Knowledge & Skills

- The ideal candidate would be well rounded in and have extensive knowledge and understanding of Front Desk Receptionist duties in a medical office.
- Medical Industry Experience a plus.
- Superior problem-solving skills.
- Experience in, and a strong understanding of, best practices for patient check in to ensure smooth patient flow from initial check in to exam.
- Strong ability to multi-task.

- Detail-oriented.

Education

- High School graduate or equivalent
- 1-2 years in patient check in or medical records preferred

Computer Skills

- Advanced skills in Microsoft Office applications, specifically Word, Excel, and Outlook.
- Knowledge of e-mail/scheduling software applications.

Physical Work Demands

- Able to sit and work at a computer keyboard for extended periods of time.
- Able to stoop, kneel, bend at the waist, and reach on a daily basis.
- Able to perform general office administrative activities: copying, filing, delivering and using the telephone.
- Able to lift and move up to 25 pounds occasionally.
- Requires normal, correctable vision, speaking and hearing.

Other Work Demands

- Regular and on-time attendance.
- Occasional travel by conventional means including aircraft, motor vehicle and the like within the region and to other locations as required.
- Strong presentation skills.
- Strong organizational and time management skills.

Note: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required and are not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with this job.

The Radiology Clinic is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees and will make reasonable accommodation when necessary.

If hired, I would be able to perform the essential functions of the job with or without a reasonable accommodation.

Signature

Date