



Job Title: FRONT DESK - CASUAL - BILINGUAL SPANISH/ENG PREFERRED

Department(s): Business Operations

Position Summary: Ensures efficient client flow, provides clients with needed information regarding appointments and services, schedules appointments, and ensures prompt collection of fees at the time of service.

Supervision Received: Business Operations Manager

Supervision Exercised: None

Hours/Week on-call Full-Time Part-Time Exempt Non-Exempt

FLSA Definition:

ESSENTIAL FUNCTIONS:

- Answers the telephone during clinic hours; provides information or send phone notes as appropriate; schedules and confirms appointments
- Greets patients and others in polite, prompt and helpful manner
- Updates registration records at time of visit; instructs and assists new patients when necessary in filling out registration forms, Sliding Fee Application, SAGE and/or MFPP paperwork
- Reviews all forms for accuracy and completion
- Assists in pulling and making up charts for the day's and next day's visits and file charts away throughout the work day
- Prepares encounter form for each patient visit
- Verifies insurance for same day visits; makes copy of insurance card
- Collects payments on accounts for services rendered at time of visit
- Ensures encounter form information is correct and complete before giving to provider
- Prepares payments for payment on accounts and medications for Business Office
- Refers Sliding Fee applicants and under insured patients to Intake Coordinator
- Opens batches for payments and turns in to Billing daily
- Obtains patient signature on record release form
- Sorts incoming mail and distributes to staff
- Assists with pulling charts for audits
- Communicates with Nursing regarding walk-in patients and emergencies
- Requests Archive charts
- Sends medical records to off-site storage on a yearly basis
- Inventories office supplies and puts on Order List
- Makes copies as requested

- Maintains clean and orderly waiting area
- Makes copies of Providers' schedules at beginning of the day, mid-day and end of day
- Covers Front Desk at other clinics, as needed
- Works collaboratively with staff to achieve optimal efficiency, outcomes and morale
- Maintains excellent and punctual attendance
- Attends agency functions and meetings as relevant or required
- Uses computer daily including e-mail, word documents, spreadsheets, patient management system or electronic health record, as required
- Demonstrates commitment to agency mission and goals
- Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations
- Abides by corporate compliance program and other agency policies and procedures
- Performs other duties as assigned

PHYSICAL/MENTAL DEMANDS:

These demands are representative of those the employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Uses hands to finger, handle, or feel objects, tools, or controls
- Bends or stoops and reaches with hands and arms
- Able to speak and hear to use telephone
- Sits for long periods of time
- Occasionally required to stand and walk
- Occasionally lifts and/or moves up to 10 pounds
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, color perception and the ability to adjust focus

ENVIRONMENTAL /WORKING CONDITIONS:

These characteristics are representative of those the employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Fast-paced office environment

EQUIPMENT USED:

- Computer
- Telephone
- FAX
- Credit Card Machine

EDUCATION/QUALIFICATIONS:

- **Experience**
 - High school diploma or equivalent
 - Minimum 1 year experience as a medical receptionist or special training as a Medical Assistant, Medical Office Assistant or Medical Billing and Coding
 - Customer Service

- **Possesses knowledge of:**
 - Medical Terminology
 - Insurance Plans
 - Appointment Scheduling
 - Medical Records

- **Possesses skill in:**
 - Able to type a minimum of 30 words per minute
 - Appointment Scheduling
 - Computer skills at the level necessary for working efficiently in the company's practice management system, especially in the electronic medical record

- **Possesses ability to:**
 - Plan, organize and multitask
 - Use a computer keyboard to type
 - Speak, understand, read and write English at a sufficiently to carry out all essential duties
 - Work independently and as part of a team
 - Work cooperatively and respectfully with others