



Practice Name: Paramount Medical Group

Job Description: Medical Receptionist

Job title: Medical Receptionist

General summary of duties: The Medical Receptionist, under the supervision of the Office Manager, is responsible for performing secretarial office functions in an assigned department, including greeting patients, answering phones and scheduling appointments.

Job qualifications:

Education/training: High school graduate or GED

Experience:

- One year of medical office experience in a physician's office or equivalent combination of training and experience is preferred, although will train a strong candidate
- Working knowledge of secretarial procedures, organizational policies and procedures, systems and office management practices
- Some knowledge of CPT and/or ICD-9 coding preferred

Skills:

- Knowledge of physician business procedures
- Ability to multi-task
- Skill in identifying and resolving problems
- Ability to prepare records in accordance with instructions
- Ability to exercise a degree of initiative and judgment
- Ability to establish and maintain effective working relationships with patients, medical staff, co-workers and the public
- Ability to read, write and communicate effectively orally and in writing
- Knowledge of basic math
- Proficiency in the operation of a computer and other office equipment

Physical abilities:

- Sit for extended periods of time; push, pull and reach; occasionally bend, stop and stretch
- Have the hand-eye coordination and manual dexterity needed to operate a keyboard, photocopier, telephone, calculator and other office equipment
- Have a normal range of hearing and eyesight to record, prepare and communicate appropriate reports; specific vision requirements: the ability to focus
- Occasionally lift up to 20 pounds
- Drive to other locations
- Maintain a current and valid driver's license

Note: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

Duties and responsibilities:

- Performs selected clerical and administrative duties, and assists physicians as part of the care team
- Conducts pre-visit planning by reviewing and updating patient charts prior to appointment
- Responds to patient communications and transfers calls or delivers complete messages to the appropriate individual per practice protocol
- Assembles information for new patients and prepares chart for scheduled patients; requests patient information from outside sources as needed
- Checks patient in and out, verifies insurance/benefit coverage, and collects co-pays and/or payment toward account balances at time of service
- Ensures that necessary information changes are made at each visit
- Maintains the computerized appointment schedule; schedules appointments and ensures patients receive appointment reminders, hospital procedures and/or surgeries following office protocol; advises medical staff and patients of scheduling changes; and maintains a record of physician schedules and days off to avoid scheduling conflicts
- Assists in managing the patient referral process
- Records information on logs, ledgers and deposits accurately and neatly, and copies logs and records as needed
- Delivers incoming mail and/or packages to the proper person upon receipt, processes outgoing mail and distributes faxes
- Participates in educational activities and programs
- Prepares for and reports at meetings as required
- Maintains office supplies, and notifies management of problems
- Maintains strict confidentiality
- Treats staff, physicians, patients and visitors with respect
- Performs other related work as required

Work environment:

The work of this position is performed in an environmentally controlled office environment. The position requires the ability to work under pressure and with a diverse population, including staff, physicians, clients, patients, insurance companies and other members of the public.