



Texas Orthopaedic Associates, L.L.P.

Job Description

Job Title: Front Desk	Reports To: Office Manager
Department: Administrative	FLSA Status <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

Job Summary: Greet all visitors to the facility. Scan patient IDs and Insurance card(s). Ensure all new patient paperwork is completed, signed and dated. Collect appropriate co-pay and/or deposits, collect past due balances, balance daily entries and run reports, answers telephones, triages calls, schedules appointments. Appointment scheduling for multiple orthopedic surgeons and multiple physician assistants.

Essential Duties and Responsibilities: The essential duties of the position include the following. Other duties may be assigned.

Key Functions:

- Checking patients in for clinical encounters.
- Scan paperwork, insurance cards and photo ID
- Collecting co-pay, co-insurance and/or deductibles and past due balances.
- Balancing daily
- Interprets appointment requests and schedules patient appointments based on clinic policies and physician preferences. Identifies any problems with making the appointment and advises Office Manager, Director of Operations, or appropriate clinical staff.
- Relays relevant information to appropriate internal staff when adding or changing an appointment.
- Answers questions regarding patient appointments as requested.
- Prepping for next day clinic.
- Responsible for ensuring that Lobby is maintained clean at all times throughout the day.
- Safeguards patient information and ensures all information remains confidential.
- Participates in office meetings and educational activities.
- Maintains work area in a neat and orderly manner.
- Other duties as assigned by the Office Manager, Director of Operations, Vice President of Operations or Physicians.

Supervisory Responsibilities: None.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience: High School Diploma, general education degree (GED), or certification from college or technical school or three to six months related experience and/or training or equivalent combination of education and experience.

Language Ability: Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability: Ability to add, subtract, multiple and divide on all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret insurance co-pays and deductibles.

Reasoning Ability: Ability to apply commons sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: Ability to type 45 WPM, basic proficiency in Microsoft Outlook/Office, and experience using or ability to learn and comprehend computer programs.

Certificates and Licenses: May have certificate from Medical Assisting program.

Work Environment: Position works in a climate-controlled office environment with little or no potential interference from elements or sound.

Physical Demands: 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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position typically works 8 hours per day. Over 2/3 of time will be spent standing. 1/3 or more of time worked will be sitting, using hands and fingers to type or handle paper. The position requires the ability to reach with hands or arms. Occasionally, the position will be required to stoop, kneel, crouch, crawl and assist with the transfer of patients weighing 200 pounds. To successfully perform the duties of the job, the ability to talk and hear is required. Must have visual ability to draw injections and view computer monitor.

Employee Printed Name

Employee Signature

Date

