

Job Description

Job Title: Front Office Receptionist

Purpose:

This position is responsible for patient check-in, patient check-out, as well as treating all patients in a professional and courteous manner. Review patient chart to verify necessary information and obtain appropriate signatures. Enter new patient information or update existing patient information into computer. Welcome all patients when they enter the office.

Qualifications:

- High school diploma or equivalent and two years minimum experience delivering customer service.
- Demonstrated ability to communicate well with people, both internally and externally utilizing both written and verbal means.
- Exceptional skills in keyboard and operating computer systems and must type at least 45 words per minute.
- Ability to work in structured environment with a diverse workforce.
- Empathetic to patients' needs and concerns.
- Attention to detail while demonstrating multi-tasking skills.
- Ability to make quick, accurate and appropriate decisions.
- Treat patients and co-workers with respect.

Duties and Responsibilities:

Patient Check In

- Responsible for patient check-in, greeting every patient in a pleasant and professional manner.
- Mark arrival time of patients in office and make sure patients have been checked in and roomed.
- Evaluate chart data to verify all information has been received, completed, and signatures obtained.
- Verify and scan patient's current insurance card.
- Verify address, e-mail and phone number.
- Communicate with patients if there will be a delay. Offer to reschedule if patient unable to stay.

Patient Check Out

- Check-out all patients.
- Schedule follow-up appointments as directed by the physician.
- Schedule patients for transfer of care and order any required diagnostic testing.
- Explain all fees and patient financial responsibility.
- Secure all necessary patient signatures; obtain proper informed consent, and insurance authorization.
- Collect fee for services and any past-due balances as required.
- Ensure patient satisfaction.

Administrative

- Ensure that proper authorization or referral is collected for the patient.
- Obtain authorization or referrals that have not been received by the practice.
- Prepare charts appropriately.
- Place telephone calls to no-show appointments and reschedule as needed.
- Provide support on telephones.
- Scan charts and testing into EMA in a timely manner.
- Assist other front office personnel, as needed.
- Perform other duties as required including training new staff.
- Maintain refreshments in lobby area.
- Keep lobby area maintained in clean and orderly status. Remove waste when needed.
- Order supplies as needed.
- Prepare coffee for the patients in the morning, turn on TV to correct channel, keep magazines organized and neat.
- Close lobby in the evening, removing coffee, turning off the TV, removing any erroneous trash.

Travel:

- Occasional travel to other sites to provide support.
- Employees must maintain a valid driver's license and proof of insurance.

Physical Capabilities:

- Light physical effort (lift/carry up to 25 lbs.)
- Occasional reaching, stooping, bending, kneeling, and crouching
- Frequent, prolonged standing/sitting/walking
- Must be able to see, hear, and respond adequately
- Extensive computer work
- Frequent use of telephone and fax
- Travel to other offices based on business necessity.

Working Environment:

- Sufficient noise and interruptions to cause distraction
- Frequent exposure to video display terminals

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Job Type: Full-time