



Clinical Receptionist

Job Description:

- Welcomes patients and visitors by greeting them, either in person or on the phone, and answers any questions or places referrals as needed
- Optimizes patients' satisfaction, provider time, and treatment room utilization by checking patients into the office
- Maintains patient flow, reminds provider of service delays, and keeps waiting and receptionist area running smoothly
- Comforts patients by anticipating patients' anxieties, answering patients' questions, and maintaining the reception area
- Ensures availability of treatment information by updating and retrieving patient records
- Maintains patient accounts by obtaining, recording, and updating personal and financial information
- Conducts financial transactions through processing co-pays and payments for self-pay patients
- Maintains daily Excel spreadsheet for self-pay patients and co-payments.
- Collects and documents health insurance information from patients
- Maintains business office inventory and equipment by checking stock to determine inventory level; anticipates needed supplies; relays supply orders needed to office manager

- Drops off any cash deposits at Bank drop-box after shift
- Fields all telephone calls from patients, pharmacy, or other callers who call into the Urgent Care
- Helps patients in distress by notifying medical providers and assists in any way needed
- Protects patients' rights by maintaining confidentiality of personal and financial information
- Maintains operations by following policies and procedures; reporting needed changes
- Maintains waiting room coffee bar, and keeps waiting room restroom well stocked and tidy
- Assists Office Manager with any daily task or any work related errands that aid in running the clinic
- Arrives to shifts 15 minutes early and prepares the clinic for opening (deactivating the alarm, turning on the lights, computers, coffee machine, filling printers with paper, and making sure waiting room restroom is well stock, etc.)
- Assists with closing after shifts: turns off all lights, locks all doors, sets the alarm, drops off any cash deposits at Bank of America drop-box.
- Arrives professionally dressed for all shifts (dress code will be a pair of slacks and company shirt; jeans are allowed for Friday shifts-company shirts will be provided)
- Maintains a customer service oriented mindset and promotes a positive environment

Medical Office Receptionist Skills and Qualifications:

Multi-tasking, Flexibility, Telephone Skills, Customer Service, Time Management, Organization, Attention to Detail, Scheduling, Word Processing, Professionalism, Good Communicator, Able to Work Well with Others, Positive Outlook