

Position Title: Front Desk/Call Center Receptionist
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FLSA Status: Nonexempt

Position Summary: Front Desk and Call Center employees are the front lines of our practice. They primarily check patients in/out when they are on site for their appointments and assist patients (established and new) when they reach the practice by telephone/online.

Essential Functions Summary:

The front desk employees greet all patients, register demographic and insurance information, collect copays and payments on accounts. Employees will schedule follow up appointments, scan RCH and verify information is correct in system, answer phones and check voicemail including answering physicians line, as well as sort faxes and schedule any patients referred via fax. Phone room employees will create, cancel and reschedule patient appointments, direct patient calls to correct clinical staff members, print/check charts weekly including daily work in charts. Employees are responsible for checking the voicemails and for patient call backs. Employees respond to online appointment request as well. Other office admin duties are required.

Position Requirements:

1. Skills in data entry and EMR programs.
2. Advanced telephone, computer and multitasking skills when working with inbound and out bound calls.
3. Must exhibit, demonstrate and maintain outstanding customer service skills
4. Completes all other assigned tasks to ensure efficient department function and work flow.
5. Escalates any billing/coding issues to Patient Care Coordinator.
6. Accurate understanding and application of client manual information to daily assignments.
7. Maintain acceptable levels of attendance and punctuality as specified in company and departmental policies.
8. Meet routine deadlines and work schedules as well as timely and accurate completion of special projects and any other duties as assigned.
9. Understand, support, enforce and comply with company policies, procedures and Standards of Business Ethics and Conduct.
10. Display a positive attitude as well as professional, polite, considerate and courteous conduct and treatment of others in the course of duties.

Reporting Relationships:

Front Desk/ call Center employees will report to the Patient Relations Coordinator.

Qualifications:

Must possess a high school diploma or GED.

Must have worked 1 year experience (preferable in dermatology) within a call center and front desk setting.

Must be able to work independently and to maintain mental focus for long periods of time.

Physical Requirements:

Must possess strong English oral and written communication skills in order to communicate effectively with other medical staff and management. Eyesight must be sufficient to be able to read medical charts and computer monitors. Must possess manual dexterity sufficient to utilize reference materials and to manipulate pages in Medical Chart and to type on keyboards.

Environmental Conditions:

Typical conditions of office environment. During initial phases of training, stress levels may exceed normal levels as new skills are learned and new information is assimilated.