

Position Summary:

The Front Desk Representative facilitates patient and visitor access to the practice for a wide variety of purposes. The Front Desk Representatives primary assignments may include and are not limited to: scheduling and confirming appointments; acquiring and verifying patient demographics; scanning and insurance eligibility; greeting and registering patients; communicating and collecting patient payments.

Responsibilities:

1. Greet all patients and visitors in a courteous and timely manner; monitor reception wait time and facilitate patient needs monitor reception area for cleanliness.
2. Provide registration information and forms to new and existing patients, and otherwise assure accurate and timely confirmation and entry of demographic and insurance information in accordance with registration policies and procedures.
3. Effectively communicate patient-related policies through forms, brochures and direct communications with patients in a courteous and professional manner.
4. Request, collect and maintain patient co-pays, co-insurances, deductibles and/or balances as may be defined by policy from time to time, or as directed; generate payment receipts and post payments to computer system.
5. Post and/or confirm procedure and diagnostic codes in computer as needed to assure capture of all office visit services provided.
6. Explain charges, payments, patient balances and insurance questions with patients as needed.

Knowledge, Skills, Abilities:

- Ability to work under pressure, meet deadlines, and manage several tasks simultaneously.
- Ability to maintain and follow confidentiality policies and guidelines.
- Ability to establish and maintain effective working relationships with employees, clinical staff and physicians.
- Ability to interact tactfully and courteously with patients, family members and visitors in varied situations.
- Ability to maintain professional behavior and promote a positive image of the practice.