

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, but not limited to: greeting and registering patients, scheduling, and confirming appointments; acquiring and verifying patient demographics; scanning and insurance eligibility; communicating and collecting patient payments.

RESPONSIBILITIES:

All of the following responsibilities separately or in any combination may be assigned to a Front Desk Representative from time-to-time. Other duties or projects within the scope of an employee's skills, training, experience and abilities may be assigned from time-to-time.

Patient & Visitor Reception:

1. Greet all patients and visitors in a courteous and timely manner; monitor reception wait times and facilitate patient needs; monitor reception area for cleanliness.
2. Provide registration information via forms or electronic to new and existing patients, assure accurate and timely 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. Collect patient co-pays, co-insurances, deductibles, and /or balances according to practice policy and procedures. Generate payment receipts and post payments to patient's account; defer patients to Supervisor or Administration as appropriate.
5. Create patient accounts and generate routing forms (charge ticket/encounter form) as required; communicate patient arrival to clinical staff.

Patient CheckIn/Out:

1. Post and / or confirm procedure and diagnostic codes in computer as needed to assure capture of all services provided, including lab, x-ray and other ancillary services.
2. Collect 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. Balance cash drawer and create daily bank deposits.
3. Explain charges, payments, patient balances and insurance questions with patients as needed; Create payments as needed; defer patients to billing, Supervisor or Administration as appropriate.
4. Schedule office visit follow-up appointments as indicated; advise patients of scheduling process as needed for scheduling of lab, diagnostic, or outside physician office services.

Appointment Scheduling:

1. Field patient calls for appointments in a prompt, professional manner; schedule, cancel and re-schedule patient appointments in accordance with practice and physician policies and protocols.
2. Confirm patient office visits, labs, diagnostic testing and other ancillary service appointments. Communicate practice appointment procedures and patient payment expectations.

KNOWLEDGE, SKILLS, ABILITIES:

- Basic knowledge of insurance.
- Working knowledge of physician office practices and procedures.
- Working knowledge of medical terminology and CPT/ICD coding in adult medicine.
- Working knowledge of standard office equipment (computer, copier, fax, scanner, telephone).
- Intermediate Mathematical skills.
- 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.
- Ability to understand verbal and written instructions.
- Ability to work with minimal supervision.

PHYSICAL ENVIRONMENT/REQUIREMENTS:

- Professional medical office setting without significant variation in temperature or lighting.
- Performance of basic physical functions of finger dexterity, grasping, clearly understood speaking, hearing, sight (far and near to include data, figures and computer equipment), and repetitive motion.
- Performance of primarily sedentary work, sitting for extensive periods of time; occasional lifting or moving of object weighing up to 20 pounds.
- Must be able travel to satellite locations, as needed.
- Must be able to work Saturday in rotation.

EDUCATION/EXPERIENCE:

- High School diploma or GED is required.

A minimum of 1 year of experience in physician practice front desk operations is preferred, but will train the right candidate.