

Mental Health Medical Receptionist

Job description

Rawles Psychological Services is a growing, high volume mental health private practice. Our mission is “to initiate and achieve from a trauma informed, social justice perspective on an individual and community level, healing and empowerment among vulnerable populations, locally, nationally and abroad”. We are seeking an empathetic, service-minded, and skilled mental health medical receptionist.

Job Purpose

The mental health medical receptionist is responsible for delivering excellent customer service to all providers, and clients/patients and performing duties using specific knowledge of medical/mental health terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients/clients, and compiling and recording medical charts, reports, and correspondence for mental health private practice. The mental health medical receptionist will provide such services in a collaborative group environment for the greater Hampton Roads Virginia area. Clients/Patients consist of a broad age range and acuity, and include a broad geographical area including Virginia Beach, Hampton, Newport News, Chesapeake, Norfolk and Portsmouth, Virginia; as well as some parts of Northeastern North Carolina.

Tasks

- Answer telephones and direct calls to appropriate staff.
- Schedule and confirm patient diagnostic appointments, surgeries, or medical consultations.
- Operate office equipment, such as voice mail messaging systems, and use word processing, spreadsheet, or other software applications to prepare reports, invoices, financial statements, letters, case histories, or medical records.
- Maintain medical records, technical library, or correspondence files.

- Greet visitors, ascertain purpose of visit, and direct them to appropriate staff.
- Compile and record medical charts, reports, or correspondence, using typewriter or personal computer.
- Receive and route messages or documents, such as laboratory results, to appropriate staff.
- Transmit correspondence or medical records by mail, e-mail, or fax.
- Perform various clerical or administrative functions, such as ordering and maintaining an inventory of supplies.
- Interview patients to complete documents, case histories, or forms, such as intake or insurance forms.
- Perform bookkeeping duties, such as credits or collections, preparing and sending financial statements or bills, and keeping financial records.
- Schedule tests or procedures for patients, such as lab work or x-rays, based on physician orders.
- Complete insurance or other claim forms.
- Transcribe recorded messages or practitioners' diagnoses or recommendations into patients' medical records.

Required

- Customer and Personal Service
- English Language
- Clerical
- Computers and Electronics
- Administration and Management

Education and Experience

- Years of Experience 3
- Education High School/G.E.D

Work Remotely

- No

Job Type: Full-time

Salary: \$15.00 - \$17.00 per hour

Benefits:

- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Monday to Friday
- No weekends

COVID-19 considerations:

All customers and patients required to wear masks, COVID prescreening is conducted. Also, telehealth is being utilized for some appointments. All surfaces sanitized and cleaned.

Work Location: One location