

## **Job Responsibilities of the Receptionist**

As a Receptionist, you are a valued member of the team and the face of the company! You represent our mission, values, and goals!

In addition to signing the Employment Agreement, which states your specific duties at work, this can be a reference to your job description and responsibilities.

Receptionist Responsibilities:

1. Primary
  - a. Greeting Patients upon Arrival
    - i. Thank them for coming to see “your location”
    - ii. Privately ask them for the reason of the visit
    - iii. Sign them in
  - b. Obtaining Personal Health Information
    - i. Provide patients with intake and new patient forms as well as office policies and legally required documents
  - c. Insurance Eligibility Verification
  - d. Answering Multi-Line Phones
    - i. Direct their call to the appropriate party
    - ii. Handle the caller’s needs yourself
  - e. Call patients to remind them of upcoming appointments and to help them schedule off-site services (X-Rays, Blood Tests,
  - f. Responding to Voicemails
  - g. Process payments from patients for co-pays and self-pay visits
    - i. Charging self-pay patients at check-out
  - h. Coordinate Patient Appointments
    - i. Schedule appointments for new and recurring patients based on Provider availability and needs of patient determined by Provider/Medical Staff
  - i. Patient Record Keeping
    - i. Scanning Charts/Documents into the EHR
    - ii. Fulfilling Patient Record Requests
  - j. Business Record Keeping
    - i. Daily Financial Report/Balance

- k. Deliver Patient Documents
    - i. Work/School Notes
    - ii. Referrals
    - iii. Faxing/Emailing Documents
  - l. Maintaining a Clean and Presentable Front Desk & Lobby Space
  - m. Closing Duties
  - n. Provide patients with support and guidance as needed
2. Secondary
- a. Stocking Lobby Fridge/Snacks
  - b. Stocking Restroom Personal Care Items
  - c. Cleaning Patient Messes/Accidents
  - d. Cleaning & Sterilization of Bathrooms/Lobby
  - e. Organizing Front Desk
  - f. Organizing Patient Charts
  - g. Aiding other team members (as appropriate)
  - h. Other responsibilities as delegated by management

Receptionist Qualifications:

1. High School Diploma/GED
2. Medical Receptionist 1+ Years Experience
3. Ability to handle a fast-paced environment and prioritize tasks based on the importance
4. Excellent communication and problem-solving skills
5. Familiarity with Microsoft Office, G-Suite and desktop applications
6. Outgoing Personality
7. High Desire to Serve Others
8. Team Minded