

**Position Title:** Medical Receptionist**Position Summary:**

The Quatela Center for Plastic Surgery is seeking a Medical Receptionist to provide a welcoming experience to our patients, prospective patients and visitors. This dynamic individual will hold a key role in our face-paced, prominent organization, while maintaining strict confidentiality. This position will also work closely with the Practice Administrator, Clinic Manager and Clinic Team for the purpose of optimizing appointment efficiencies, resolving practice issues and collecting/maintaining accurate practice data.

**Qualifications:**

- Associates Degree is preferred; High School Diploma is required
- Excellent phone and interpersonal skills
- Exceptional computer skills
- Proficient in Microsoft Word and Excel
- Ability to multitask
- Organized and efficient
- Able to handle a fast-paced, changing environment

**Duties and Responsibilities:**

- Greet clients and other visitors, in person or over the phone, with a friendly and helpful demeanor
- Responsible for keeping the reception area and waiting room clean and organized
- Register new patients and update existing patient demographics using Nextech; ensure data entry is accurate and current
- Facilitate patient flow by notifying the provider of patient's arrival, being aware of delays and communicating with patients and clinical staff
- Respond to patients, prospective patients and visitor inquiries in a courteous manner
- Protect patient confidentiality by safeguarding Protected Health Information (PHI)
- Collect payment for co-pays/insurance and money for cosmetic procedures
- Run daily financial batch report
- Reconcile all superbills twice daily and run "No Show report" for clinical team
- Schedule appointments of all types-consult, pre-operative, post-operative, minor procedures, injections and follow-up appointments
- Understand the acceptable templates for each provider and abide by those guidelines
- Confirm client appointments for Physicians, Nurses and Fellow
- Reschedule appointments as necessary, using sound judgment when moving patient to another day in regards to timeliness of appointment and the template
- Update schedule throughout the day as changes occur and inform clinic staff if needed
- Effectively communicate practice offerings when responding to patient inquiries regarding services, health care professionals and fees (via phone and in person)
- Ability to screen calls and direct to appropriate personnel; able to page with a clear and understandable voice
- Handle special assignments and word processing as required supporting other staff
- Participate in evening seminars throughout the year and other marketing activities

All duties and responsibilities stated are essential job functions. Staff members may be required to perform additional job-related duties as assigned by management