

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

We are 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 fast-paced, prominent organization, while maintaining strict confidentiality. This position will also work closely with the Spa Manager 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 EMR; 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 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, minor procedures, injections and follow-up appointments
- Understand the acceptable templates for each provider and abide by those guidelines
- Confirm client appointments for Physicians and Nurses
- 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