**Add logo here**

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| --- | --- | --- | --- |
| **Job title:** | Receptionist and front desk | **Job category:** | Administration |
|  |  |  |  |
| **Department/group:** | Administrative | **Job code:** |       |
| **Location:** |       | **Travel required:** | No |
| **Level/salary range:** | [ ]  Entry [ ]  Managerial [ ]  C-Suite | **Position type:** |  [ ]  FT [ ]  PT [ ]  PRN |
| **HR contact:** | Practice manager | **Effective date:** |       |
| **Will train applicant(s):** | Yes | **Exempt/not exempt:** | Not exempt |
|  |  |  |  |

Applications accepted by:

E-mail: **[practice general inbox address]**

Subject line: **[Attention: Recruiting - Job Title]**

**Job description**

Under direct supervision of the physician(s) and the practice manager, performs day-to-day operations, promotes efficient patient flow, ensures data accuracy in the practices’ information systems, and supports administrative and clerical tasks such as answering phones and scheduling patients. Supports and adheres to the organizational code of ethics and business standards.

**ROLE & RESPONSIBILITIES**

**Practice Operations**

* Greets patients and visitors in person.
* Checks in and checks out patients who arrive for appointments. Obtains necessary data from the patient or caregiver. Prepares the patient’s encounter for a visit.
* Answers multi-line telephone calls during regular business hours, directs the caller to the appropriate party, or handles the caller’s needs (nonclinical triage).
* Checks, triage, and responds to overnight voicemails.
* Checks the fax and patient portal inbox and triages or responds to questions and requests.
* Obtains relevant information from patients and accurately processes patient registration in the appropriate information system. Obtains relevant patient records required for the patient visit. Ensures patient information is accurate, including billing information.
* Maintains patient accounts by obtaining, recording, and updating personal and financial information.
* Schedules patient appointments in the practice scheduling system based on availability and ensures schedule leads to a smooth patient flow.
* Comforts patients by anticipating patients’ anxieties, answering patients’ questions, and offering support and guidance as needed.
* Provides patients with intake and new-patient forms and copies of other practice forms, policies, or legally required documents. Assists patients in completing all necessary forms and documentation, including medical insurance, as applicable.
* Informs patients of medical office procedures and policies.
* Collects and processes patient payments for co-pays, account balances, and uninsured visits.
* Calls patients to remind them of upcoming appointments.
* Helps patients schedule testing, procedures, hospitalization, or other activities for off-site services.
* Scans paper documentation into the practices’ information system.
* Responds and complies with requests for information by regulations and practice policies.
* Maintains stock of forms and office supplies.
* Ensures the reception area is well-maintained, neat, and clean.
* Performs daily opening and closing procedures as assigned.
* Facilitates practice marketing by being the face of the practice and offering customer service.
* Safeguards patient privacy and confidentiality.
* Completes other clerical duties as assigned.

**Disclaimer:** While the information and guidance provided in this document is believed to be current and accurate at the time of posting, it is not intended to be and should not be construed to be or relied upon as legal, financial, or consulting advice. Before use, each document should be tailored to the unique nature of your practice, including applicable state law. Consult with an attorney and other advisors. References and links to third parties do not constitute an endorsement or sponsorship by the AMA, and the AMA hereby disclaims all express and implied warranties of any kind in the information provided.



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**Medical Records**

* Manages patient records and information system, guaranteeing records are stored properly.

**Professional Growth**

* Maintains professional knowledge by attending relevant training.

**General**

* Protects the organization’s value by keeping information confidential.
* Accomplishes the organization’s mission by completing related results as needed.
* Complies with federal, state, and local legal requirements by studying requirements; enforcing adherence to requirements; filing reports; and advising management on needed actions.
* Contributes to team effort by accomplishing related tasks as needed.

**QUALIFICATIONS AND REQUIRED SKILLS**

* High school diploma/GED required.
* 1+ years’ experience with medical office reception activities.
* Familiarity with **[EHR NAME]** is a plus.
* Ability to handle a fast-paced environment and prioritize tasks based on importance.
* Excellent communication and problem-solving skills.
* Data entry skills and proficiency.
* Proficiency in MS Office and PC use.
* Excellent verbal and writing skills.
* Customer service orientation and negotiation skills.
* A high degree of accuracy and attention to detail. Thoroughness. Organization. Analytical thinking.

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| --- | --- | --- | --- |
| **Reviewed By:** |  | **Date:** |  |
| **Approved By:** |  | **Date:** |  |
| **Last Updated By:** |  | **Date/Time:** |  |

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