



<b>Job Title:</b> <u>Medical Receptionist</u>	<b>Prepared By:</b> <u>Honie Manley</u>
<b>Department:</b> <u>Clinic</u>	<b>Approved By:</b> <u>Erika Stephan</u>
<b>Reports To:</b> <u>Office Manager</u>	<b>Date:</b> <u>05/26/2017</u>
<b>FLSA Status:</b> Non-Exempt	

### Position Summary:

Provides administrative support to one or more individuals in a clinical environment, including patient scheduling, collections of co-payments, and maintaining a full therapist schedule. This includes statistical information of visits, referrals and follow ups. Works well with others in a team environment. Maintains effective time management to greet patients, fill out paperwork completely and maintain patient records according to the company's standards. Provides exceptional customer service with patients and incoming calls.

### Essential Functions:

- Meets and maintains schedule expectations, confirms appointments, and adjusts the therapist schedules in coordination with vacations, physician meetings, etc.
- Completes insurance verifications and insurance authorizations in a timely and effective manner to keep patients up to date with their co-pays.
- Effectively communicates with the Billing department to keep informed of patient accounts.
- Effectively communicates with patients (i.e. evaluations preparation, payment responsibilities, fees, etc).
- Opens, sorts, and distribute incoming correspondence, including faxes and email.
- Maintains Active Patient Log and follow ups.
- Knowledge and compliance of HIPAA, state and federal guidelines on privacy.
- Answers telephone, screens callers, relays messages and greets visitors.
- Completes various request forms for office supplies and equipment as directed.
- Prepares weekly stats and distributes to assigned staff members.
- Operates computer to enter and edit patient information, access e-mail, electronic calendars, and other computer support software.

### JOB QUALIFICATIONS:

- Education: High School Diploma required; Associate Degree preferred
- Minimum Experience: 1 to 2 years in medical office.

### SKILLS:

- Active Listening
- Instruction
- Time Management
- Speaking
- Critical Thinking
- Learning Strategies
- Monitoring
- Reading Comprehension
- Operation and Control
- Customer Service

**LIMITATIONS AND DISCLAIMER**

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their Coordinator in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an “at-will” basis.

**EEO Statement**

*Comber Physical Therapy and Fusion Chiropractic provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements Comber Physical Therapy and Fusion Chiropractic complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training.*

**Acknowledgment Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_