



### **Front Desk Reception**

#### **Job Description:**

Responsible for an array of activities related to patient intake and care, including greeting and checking-in patients, as well as verifying information supplied by patients. You should be able to work in a fast-paced environment and demonstrate exceptional multitasking abilities. To be successful as a patient representative you must be able to facilitate and coordinate communication between patients, family members, and medical staff.

#### **Duties include but are not limited to:**

- Greet and direct patients as they enter the clinic.
- Perform administrative and clerical duties, such as filing paperwork, when necessary.
- Answer inbound calls when needed, routing calls to the appropriate department.
- Answer, investigate, and/or direct patient inquiries or complaints to the appropriate medical staff member.
- Make appointments as requested by patients.
- Perform timely and accurate registration, sign-in/check-in functionality notification of patient arrival of all patient types
- Assist patients in filling out patient history forms, consent forms, and payment contract forms, when necessary.
- Obtain patients' addresses, contact details, insurance information.
- Perform insurance verification, and enter it in their EMR
- Receive and process cash and credit card payments for medical services rendered.
- Review patient accounts, identify delinquent accounts, and collect overdue payments.
- Keep a balanced money drawer.
- Accept deliveries made through the front door and distribute accordingly
- Maintain confidentiality at all times.

#### **Qualifications:**

- High School Diploma or GED.
- Basic computer and data entry skills.
- Professional manner and appearance.
- Strong interpersonal and communication skills.