

## **MEDICAL RECEPTIONIST JOB DESCRIPTION**

**Job Title :** Medical Receptionist

**Reports To :** Office Manager

**FLSA Status :** This position does not meet the criteria for exemption from the provisions of the Fair Labor Standards Act; thus you will be eligible to receive overtime compensation, as appropriate. Overtime requires prior approval from your supervisor.

### **JOB SUMMARY :**

Provides secretarial support in an urgent care environment, including patient scheduling, appointments, confidential records, filing and billing. Prepares manuscripts, abstracts, and slides by typing and formatting documents. Works with others in a team environment.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES :**

*Includes the following;*

1. Preferably experienced in a healthcare setting.
2. Warm outgoing personality, with the ability to interact effectively and in a supportive manner with persons of all backgrounds.
3. Ability to work well under pressure.
4. Requires good grooming, and dress habits which reflect a professional image.
5. Respect and maintain privacy and dignity of patients: assure patient confidentiality at all times.
6. Must have computer knowledge in the use of, Microsoft Word, Excel, and Powerpoint. Able to type routine correspondence and reports using personal computer.
7. Schedules patients for laboratory tests, medical examinations, and consultations.
8. Relays information to patients regarding preparation for laboratory tests and examinations.
9. Assists patients or family members with completion of pre-registration forms.
10. Obtains pre-certifications as required by patients' health care insurers or managed care providers.
11. Informs patients of costs of care being provided. Collects and post fees according to protocols; prepare and balance daily financial registers and submit all forms and fees to the fiscal department.
12. Answers telephone, screens callers, relays messages, and greets visitors.
13. Maintains calendar, schedules appointments and meeting rooms.
14. Picks up and delivers materials as required.
15. Opens, sorts and screens mail.
16. Maintain forms and office supplies required for front desk activities.
17. Makes travel and accommodation arrangements.
18. Secure the building at the close of each working day; turn off or unplug appliances and machines, and lock all entrances.
19. Assure the readiness of the reception area for each working day; open the building at the designated time and have all front desk activities fully operational at the start of business hours.
20. Trains new employees.
21. Other duties may be assigned.

### **QUALIFICATIONS :**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TROYER URGENT CARE

*Education and/or Experience* : High school diploma or general education degree (GED) and preferred six (6) months related experience and/or training; or equivalent combination of education and experience.

*Language Skills* : Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to clients and other employees of the organization. Prefer bilingual in English and Spanish.

*Mathematical Skills* : Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume and distance.

*Reasoning Ability* : Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

**CERTIFICATES, LICENSES, REGISTRATIONS :**

Preferred completion of a course in Medical Terminology. Willing to attend continuing education courses at the request of the employer.

**PHYSICAL DEMANDS :**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to taste or smell. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT :**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

**PAY RANGE :**

This position is subject to a 90 day trial period in which the employer will evaluate the skills, talents, and abilities of the new employee. After this time the employee will be put on full time status or dismissed.

First 90 days pay rate is \_\_\_\_\_ per hour.

After 90 days pay rate is \_\_\_\_\_ per hour.

I have read and understand the duties, responsibilities, and expectations pertaining to the position of Medical Receptionist. I understand that this job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities required. I have been allowed to clarify and ask questions about this job description.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date