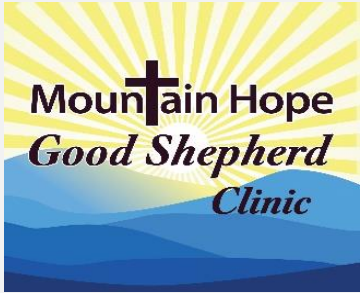


<b>Job Title:</b>	Medical Receptionist	
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<b>Reviewed:</b>	8/21	<b>Revised:</b>
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**Summary**

The focus of the Medical Receptionist is the patient experience. The Medical Receptionist is responsible for setting the tone of the visit with a friendly welcome, efficient and effective check in and providing the patient with positive closure as they check out.

**ROLES AND RESPONSILITIES**

**TO INCLUDE THE FOLLOWING:**

Promote the mission, vision, and values of the organization

- Greeting patients professionally both in person and on the phone
- Quickly answering or properly referring questions and issues
- Optimizing provider schedules and patient satisfaction with efficient scheduling
- Notifying providers of patient arrivals
- Comforting patients by anticipating anxieties and effectively answering questions
- Ensuring availability of treatment information by retrieving and updating patient records
- Verifying demographic information
- Updating financial records and collecting patient charges
- Balancing their “batch” at the end of the day, and completing appropriate paperwork
- Maintaining office inventory and equipment by anticipating supply needs and expediting supply orders
- Other duties as assigned

**QUALIFICATIONS**

**Education and Experience:**

High School diploma or equivalent; one to two years related experience in medical office and/or training; or equivalent combination of education and experience. Any training in medical software, medical terminology, medical office procedures, medical ethics and other common practices is beneficial. Experience in answering phones, use of computer, and use of office equipment is helpful.

**Knowledge, Skills, and Abilities:**

**Knowledge:**

- Knowledge of office practices and equipment
- Organization and time management to manage a variety of tasks effectively

**Skills:**

- Skills in reading and following written and oral directives
- Communication skills to converse clearly over the telephone and in person
- Technological skills, such as using word processing and spreadsheet programs to track data

- Interpersonal skills to interact positively with patients who may be upset or stressed

**Abilities:**

- Attention to detail to schedule patients correctly and communicate scheduling difficulties with providers
- Ability to establish and maintain effective working relationships with coworkers and diverse patient populations

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Word Processing software, electronic Medical Records software, and use and knowledge of computer functions.

**Certificates and Licenses:**

- Certification in CPR and successful completion of Title VI, HIPPA and OSHA training.
- Current, unexpired TN Driver's License with clean driving history

**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 essential functions while performing the job of this job:

- Sit for extended periods of time; push, pull and reach; occasionally bend, stand, stoop and stretch
- Have full range of body motion, including handling and lifting of office supplies and parcels
- Have the hand-eye coordination and manual dexterity needed to operate a keyboard, photocopier, telephone, calculator and hand-held thermometer
- Have a normal range of hearing and eyesight to record, prepare and communicate appropriate reports, specific vision requirements, close vision, distance vision, color vision, depth perception and the ability to focus
- Occasionally lift and carry up to 20 pounds