

Isis Obstetrics and Gynecology, LLC

Job Description

JOB TITLE: Front Desk Coordinator (Check-Out)

DEPARTMENT: Business Administration

RESPONSIBLE TO: Practice Administrator

General Summary:

Under the direct supervision of the Administrator, the Front Desk Coordinator will be responsible for every day operations of the front desk, i.e. post charges, collect co-payments, instruct, direct and schedule patients and visitors. Serve as a liaison between the patients, medical support staff and management. Provide other diverse duties as required.

Essential Job Functions:

1. Greets patients and visitors in a prompt, courteous and helpful manner.
2. Post charges as patients check out ensuring that coding is accurate.
3. Collect and post required payments as patients check out.
4. Collect past due balances as required.
5. Answers incoming telephone calls in a courteous and helpful manner.
6. Respond to and refer patient telephone calls appropriately.
7. Schedule and reschedule appointments with appropriate providers.
8. Assist other receptionist with checking patients in, entering patient demographic information (to include insurance information) in an accurate and expediently manner.
9. Maintain patient confidentiality.
10. Maintain work area in a neat and orderly fashion.
11. Assist all front desk staff to ensure that patient flow is smooth and organized.
12. Balance your charges and payments at the end of the day.
13. Verify patient demographics, i.e. insurance, address, telephone #'s
14. Ensure that appropriate paperwork is given and completed by patient.
15. Attend Clinic meetings as required.
16. Use spare time on work related activities that contribute to the clinic's needs.
17. Coordinates efforts to work effectively with others in a manner that is productive.
18. Can be depended upon to modify work schedule as required by the clinic and according to policy.
14. Interact with fellow employees and management in a way that promotes a harmonious and cooperative working environment.

Management Job Functions:

1. Knowledgeable and available to handle questions pertaining to insurance plans, scheduling, telephone protocols and all facets of the front desk operations.
2. Ability to maneuver through Physician templates and all scheduling techniques.
3. Ensure that printing and office supplies are maintained.

Other Duties:

1. Assist other staff members as needed.
2. Adhere to policies and procedures.
3. Perform other related duties as requested by the Administrator.

Qualifications:

1. Knowledge of a Medical Practice's operations.
2. Computer experience and knowledge.
3. Ability to organize flow of a Medical Practice Office.
4. Ability to work under stress factors.

Characteristics:

1. Must be willing to effectively participate as a team member with the clinic staff.
2. Must be committed to the protection of confidential information, records, reports and employee information.
3. Must have the ability to communicate effectively in a clear professional and courteous manner.
4. Must have good organizational skills.
5. Must work as a team player and willing to assist others when required.

Physical Demands:

1. Requires sitting, stooping, bending and stretching for files and supplies.
2. Requires manual dexterity sufficient to operate a keyboard and calculator.
3. Work may be stressful at times. Interaction with others is constant.
4. Contact involves dealing with sick and/or emotional patients as well as staff and Physicians.

Typical Working Conditions:

1. Work is performed at the front desk reception area.
2. Involves heavy communication with patients.
3. Work may be stressful at times. Interaction with others is constant.
4. Contact involves dealing with sick and emotional patients.

Performance Requirements:

1. Knowledge of a medical practice routine.
2. Excellent public relation skills.
3. Ability to communicate effectively.
4. Ability to sort and file material correctly by alpha or numeric system.
5. Must be able to follow verbal and written instructions.
6. Must be able to organize workload to determine priority.
7. Must be able to work in an office with stress factors of telephone calls, noise generated by fax/copy/printers and occasional talking.

Disclaimer Clause:

The foregoing description is not intended and should not be construed to be an exhaustive list of responsibilities, skills, efforts or working conditions associated with the job. It is intended to be an accurate reflection of the general nature and level of the job.

Employee Name (Print)

Employee Signature

Administrator Signature

Date