



JOB DESCRIPTION

JOB TITLE: Medical Receptionist	JOB LEVEL: 3
LOCATION:	FLSA STATUS: Non-Exempt
DEPARTMENT: Clinical Operations	REPORTS TO: Practice Manager

Brand Promise: *True Patient Centric Care.* This is the statement we make to our patients, coworkers, and the community that identifies what they should expect from us, our services and organization. The Brand Promise defines our entire organization and touches every aspect of HealthSource of Ohio.

Brand Character: *Friendly, Accessible, and Credible.* Every patient. Every encounter. Every employee. Every conversation. Everyday! This is the personality of our Brand. It's our style, tone and language we use, and the purpose we serve. Our Brand Character drives our behavior and how the world sees HealthSource of Ohio and you.

The Brand Promise and the Brand Character empower you to provide quality care to every patient. We are passionate about making a real difference in the communities we serve.

JOB SUMMARY: Under supervision and according to established policies and procedures performs medical receptionist duties as required, including, but not limited to the responsibilities outlined in this job description. These duties should be executed maintaining an attitude of professionalism and within the scope of required competencies for a medical assistant.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Delivers the HSO brand promise of putting the patient/customer at the center of all we do.
2. Greets patients and delivers the HSO brand promise of putting the patient at the center of all we do
3. Competently operates standard office equipment and medical office software
4. Correctly verifies all medical records for updates as needed. This may include consent forms, updated databases, insurance information etc
5. Correctly registers new and established patients in the computer and answers questions concerning any problem that might arise. Obtains correct demographic and financial information
6. Responsible for having appropriate paperwork filled out by patients which may include consents, databases and other paperwork as needed
7. Orients new patients, and prepares patient charts
8. Collects payment from patients which may include co-payments, sliding fee charges, NSF check charges, and collection payments. Correctly writes receipts for payments
9. Efficiently codes all encounter forms with correct revenue codes, ICD-9 and CPT codes. Files all encounter forms correctly for batching process per office protocol
10. Answers telephones for multi-line system and direct calls accordingly
11. Schedules appointments per physician protocol
12. Sorts and distributes center mail
13. Sends for medical records of patients and releases copies of records to other physicians
14. Exhibits brand characteristics of Friendly, Accessible, and Credible customer service
15. Completes other duties as assigned

QUALIFICATIONS:

Ability to communicate well and in a caring and supportive manner with individuals of all backgrounds.
 Excellent telephone etiquette and keyboard skills.
 Ability to work efficiently and accurately.
 Should have computer knowledge.
 Knowledge of medical terminology. High school diploma or degree in medical field from an accredited institution.
 Experience in general practice environment is an advantage.

CERTIFICATES, LICENSES, REGISTRATIONS:

- N/A

LANGUAGE SKILLS:

- Good communication skills

MATH SKILLS:

- Basic Math

COMPUTER SKILLS:

- Has complete knowledge of medical software

Education and Experience: Check the **Minimum** requirements for education and experience for this position.

Education: Check appropriate box

Completion of a Medical Assistant Program required

- Basic Skill Set
- High School or Equivalent (GED)
- High School & Specialized Training (min.6 mos.- 2yrs.)
- Associate Degree in:
- Bachelors Degree in:
- Master's Degree in:
- PhD
- M.D./DO

Experience Required: Check appropriate box

- | | |
|--|--|
| <input type="checkbox"/> Entry Level | <input type="checkbox"/> 3 to 5 years |
| <input type="checkbox"/> 3 months – 1 year | <input type="checkbox"/> 5 to 7 years |
| <input checked="" type="checkbox"/> 1 to 2 years | <input type="checkbox"/> 8 to 10 years |
| <input type="checkbox"/> 2 to 3 years | <input type="checkbox"/> > 10 years |

Type of Experience: At least one year of medical office experience desired

TRAVEL REQUIREMENTS: Must be willing to travel to other HealthSource locations as needed.

ENVIRONMENTAL CONDITIONS: The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

1. (List specific conditions for the position if any)

Potential exposure to blood and body fluid:

- Category I** – Performs tasks which involve exposure to blood, body fluid, or tissue.
- Category II** – Performs tasks which involve no exposure to blood, body fluid or tissue, but may perform unplanned Category I tasks.
- Category III** – Performs tasks that involve no exposure to blood, body fluid or tissue.

PHYSICAL DEMANDS: The physical demands 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 essential functions.

Physical Activity: **(Check all that apply)**

	N/A	0-25%	26-75%	76-100%	Avg. lbs.
Lift/Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	40
Push/Pull	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Squat/Bend/Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walk/Move About	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

ACKNOWLEDGEMENTS:

We have discussed this form and agree that it is a fair and accurate description of the responsibilities and expectations of this position.

 Employee Signature

 Date

 Supervisor Signature

 Date