

Southern Orthopaedic Surgeons

Front Desk Receptionist

Main Function (Department) Front Office (Reports to) Paula Burt (Location) Wetumpka

Greet patients as they arrive, make sure the patient is signed in and all necessary paperwork is completed, collect any co-pays or money owed, direct patient questions to the correct department, schedule or reschedule appointments when necessary, and serve as the primary customer service representative for SOS.

RESPONSIBILITIES

- Prepare clinics in advance for upcoming physician schedules.
- Check for errors in scheduling on your clinic schedule.
- Print physician clinical schedule and surgery schedule for the clinical staff 30 minutes before each clinic.
- Change patient statuses appropriately within the PM, EHR, and Clearwave systems.
- Clear canceled, rescheduled, and no-show patient superbills daily.
- Import patient medical information from the patient portal and pharmacies when available.
- Verify patient insurance coverage, check for other policies, and determine the correct co-pay amount to collect.
- Obtain a copy of the patient's driver's license and front and back of insurance cards if not scanned at the Kiosk.
- Verify all patient information from Clearwave to the PM each time the patient checks in.
- Obtain a complete update of the patient's medical history every 12 months.
- Obtain and enter referrals for Medicaid, Tricare, certain Blue Cross Blue Shield policies, and any other insurance policies required.
- Collect, count, and turn in any monies collected and appropriate receipts to the safe daily.
- Count and record totals for the change bag before using and at the end of the day before returning to the safe.
- Inform your supervisor when voided payments are needed and turn in all voided receipts from Clearwave to your supervisor.
- Clear all flags and tasks in Clearwave at the end of each clinic.
- Close the Clearwave money journal every morning and turn in to accounts receivable representative.
- Dispose of patient records in the correct receptacle daily.
- Call appropriate agencies for assistance in case of emergency.
- Relay messages to physicians when necessary to complete patient requests.
- Record comments in patient charts to ensure good communication and understanding for all departments on issues as they arise.
- Print payment charge detail reports when requested by patients and explain charges when necessary.
- Direct walk-in patients to the correct department or facility or register and schedule appointments when needed.
- Report any facility issues (ex. Lights blinking, broken equipment) to your supervisor.

RESPONSIBILITIES

- Sanitize and clean iPads, Kiosks, and your work area during down time.
- Follow appropriate dress code presenting a professional and cohesive image.
- Correctly record your time in and out of work daily and check for missed punches. Sign off bi-weekly on your time.
- Turn in all time off requests to your supervisor in a timely manner.
- Work with the Insurance Department to set up payment arrangements with patients when necessary.
- Work with the Medical Records department with scanning, filing, or any task assigned or requested.
- Help other departments and your supervisor with tasks assigned or requested to ensure a cohesive teamwork environment.
- Cross-train to check-out when scheduled by your supervisor.
- Comply with all HIPPA rules when dealing with patients and patient information.
- Stay late until all patients have been checked out and the Urgent Ortho staff has arrived on your assigned late day.
- Participation in facility meetings and activities when scheduled.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High School Diploma or GED equivalent

JOB SKILLS AND REQUIRREMENTS

- Outstanding customer service skills.
- Ability to work in a team.
- Ability to multi-task.
- Good verbal and written communication skills.
- Positive and cooperative attitude toward coworkers, management, patients, visitors, and physicians.
- Promote a professional image for the facility to the public.
- Good computer and typing skills.
- Ability to work in multiple computer programs, use fax machines, printers, and phones.
- Ability to solve problems independently.
- Accurate, close attention to detail, organized, and punctual.
- Completes duties in a timely manner.
- Shows initiative and dependability.
- Adheres to the Employee Handbook code of conduct.
- Self-motivated to perform job duties with minimal supervision.

PREFERRED

- Familiarity with PM and EHR computer systems
- Knowledge of HIPAA rules
- Medical receptionist experience
- Customer service experience

Hours: 7:00 am- 5:30 pm with some late days. One hour lunch break and two 15-minute breaks daily.