



Full-Time Phone Operator

Department: Phone

Reports To: Bethany Day

Location: Main Office

Main Function

The phone operator is ultimately responsible for answering phone calls for the practice in a professional and courteous manner.

Roles and Responsibilities

- Login to the phone system and answer calls through the call queue. Handle the caller's request or transfer to the appropriate person
- Schedule appointment for all providers at all offices except Physical Therapy
- Accurately register new patients in the PM system, which includes entering demographic information and insurance.
- Register patients & schedule appointments for requests by fax; then scan records in the chart
- Handle prescription refills received by phone and fax; message doctor, send Rx, notify the patient
- Enter referrals in the PM system and scan them in the EHR
- Reschedule appointments when providers are out
- Properly handle messages sent in the EHR and fax queue
- Fax orders if facilities call stating they didn't get them and schedule return appointments if not done when the patient was here
- Order tests if patients were told to call back if not better and get a test; create order, schedule test, call patient, fax order, scan the fax confirmation
- Answer questions about work slips; fax work slips
- Looking through clinics for gaps or patients a provider can't see yet because of credentialing
- Other tasks as requested



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Education Requirements

- High School Diploma or GED

Required Skills

- Provide exceptional customer service.
- Ability to work as a team.
- Good verbal and written communication skills.
- Accurate, close attention to detail, organized and punctual.
- Shows initiative and dependability.
- Positive attitude toward coworkers, management, physicians, patients and all callers.
- Self-motivated.
- Ability to solve problems independently.
- Adheres to Employee Handbook and office protocols.

Additional Information

- Hours to be determined.
- Reports to the Phone Operator Supervisor

To apply email your resume and completed employment application to bday@southernorthosurg.com