

Career Opportunity



Position Summary

MEDICAL RECEPTIONIST

The Medical Receptionist is responsible for welcoming patients upon arrival, providing patient check-in and check-out process, maintaining phone etiquette, coordinating schedules, and collecting payment at the time of service. This position is nonsupervisory and reports to the Clerical Manager.

Training and Experience

- High School education or GED equivalent.
- Minimum one year of medical office experience.
- Working knowledge of general office duties.
- Working knowledge of insurance preauthorization.

Physical and Mental Requirements

May be required to lift and carry up to 20 pounds in the form of computer paper, equipment, or other materials. Must be able to concentrate for extended periods of time, paying attention to detail. Must be able to sit for extended periods of time and demonstrate manual dexterity while performing job duties. Operating standard office machines, including a computer, frequent ability to move freely about the office building, answering/using the telephone, and correcting vision and hearing to normal range. Requires occasional bending, reaching, and stretching.

Skills, Knowledge and Abilities

- Good verbal and written communication skills.
- Excellent telephone skills.
- Excellent customer service skills.
- Attention to detail to schedule patients correctly and communicate scheduling difficulties with providers...



Essential Functions

- Excellent interpersonal skills to interact positively with patients who may be upset or stressed.
 - Ability to multi-task with strong organizational skills.
 - Ability to use a computer with Microsoft Word, Outlook, and EMR software.
 - Ability to maintain confidentiality and thorough knowledge of HIPAA policies and procedures.
 - Knowledge of insurance practices.
 - Ability to sort and file materials correctly by the alphabetical or numeric system.
 - Ability to respond positively to supervision and direction.
 - Ability and willingness to adapt to changes as necessary.
 - Ability to maintain a positive attitude and maintain effective working relationships.
- Provide high-level patient-centered customer service.
 - Maintain strict confidentiality of patient health information.
 - Greet patients professionally, both in person and on the phone.
 - Answer patient questions and provide assistance and directions when necessary.
 - Obtain accurate information from the patient and ensure all data is collected and complete.
 - Register patients, verifies and updates patient data in the EMR system.
 - Verify financial records and collect patient copay and/or balances.
 - Ensure balance for all end-of-day financial transactions are posted correctly and balance to all required reports are run daily.
 - Compile charts daily with the required paperwork for the following day.
 - When required, schedule appointments that best meet the patient's needs in adherence to physicians' schedules and availability.
 - Complete orders entered by providers for patient's seen for appointment or that are assigned to you. Forward orders to the correct department and ensure orders are marked complete or in processes as needed in the patient chart.
 - Send screening procedure orders form to the correct vendor.
 - Document scheduling of procedures as required.
 - Review chart reports to look for incomplete flags and complete them.
 - Complete all HIE "needs attention" items
 - Ensure a safe, harassment, and discrimination-free work environment by immediately reporting all issues related to harassment, safety, discrimination, or other improper conduct to the Human Resources Director and or the CEO.
 - Maintain regular and predictable attendance.
 - Perform other duties as directed.

How to Apply

Email resume to:
resume@nflwc.com