



## MEDICAL RECEPTIONIST JOB DESCRIPTION

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### Job Summary:

The Medical Receptionist is responsible for managing patient flow in the office, by moving patients through a predetermined schedule of appointments.

### Qualifications:

- Education: High school graduate or equivalent  
Graduate of a medical office-training course preferred
- Experience: One year full time experience as a Medical Receptionist

### Duties and Responsibilities

The Medical Receptionist should understand his/her own limitations, seeking advice and assistance when necessary. Specific duties may include, but are not limited to the following:

- Welcomes patients and visitors to the medical office by greeting patient and visitors in person and on the telephone; answers inquiries or refers questions to the appropriate staff member
- Schedules appointment for the physician/s and physician assistant to optimize patient satisfaction, provider time and most effective utilization of examining and treatment rooms
- Prepares a daily schedule of examinations or treatment
- Endeavors to keep patients on schedule by reminding provider of service delays
- Maintains reception area in neat and orderly condition
- Opens and sorts all office mail
- Delivers outgoing mail to post office at end of day
- Participates in the medical office emergency routine, when required. Summons ambulance or EMS and assists other staff members as needed
- May assist other staff members with their duties as workload dictates
- Insurance verification and collection of co-pays
- Provides positive customer relations in dealing with patients, families, physicians, members of the healthcare team, referral sources, services agencies and others.
- Adheres to all department/facility policies

### Essential Functions:

- Ability to communicate effectively both verbally and in writing
- Basic office skills
- Computer skills are essential
- Close attention to detail
- Ability to work in a stressful environment

- Consistent attendance is required to assure that the client facilities' needs and patient needs are met.
- To comply with all client facilities' policies, procedures and practices
- To comply with all policies and to uphold our standards of excellence while on assignment at our client facilities.

**Working Conditions:**

The Medical Receptionist must understand and accept the possibility of exposure to inside environmental conditions, such as noise, infectious/communicable diseases, blood and bloodborne diseases, chemicals and/or chemical fumes, odors, gases and dusts. There is also the possibility of physical injury/verbal abuse from an out of control patient and/or visitor.

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