

# Universal Primary Care

<b>Employee Name</b>		<b>Effective Date</b>	
<b>Position Title</b>	Front Desk Receptionist	<b>Department</b>	Admin
<b>Reports To</b>	Front Office Manager	<b>FLSA Classification</b>	Non-Exempt
<b>Revision #</b>	2	<b>Developed by</b>	CHRO
<b>Approved by</b>	CHRO	<b>Revision Approval Date</b>	10.10.2022

## SUMMARY

This position is responsible for assisting in patient reception such as check-in and check-out, answering phones, greeting patients, scheduling, and call center tasks.

## EDUCATION/EXPERIENCE

- High School Diploma or equivalent required
- Clerical certificate or degree is preferred
- Must possess excellent professionalism, interpersonal skills, customer service skills, written and oral communication skills, listening skills, and organizational skills
- Experience in a medical office setting and medical office tasks preferred
- Experience with eClinicalWorks (EMR) preferred
- Knowledge of medical terminology preferred

## ESSENTIAL FUNCTIONS

- Greets incoming patients in a friendly, polite manner and continually promotes an excellent face image of the organization. Greets incoming patient calls in the same manner.
- Accurately completes the process of patient registration including scheduling appointments, obtaining patient demographic information, insurance verification, billing, and other requirements.
- Check patients in and out in a timely manner and ensures patients receive the proper necessary paperwork and screenings for their visit.
- Receives payments, issues receipts, and handles basic insurance/billing questions.
- Follows all billing collection, petty cash, and other front office and organizational policies and procedures.
- Maintains patient confidentiality and HIPAA privacy and security rules and regulations.
- Answers and documents all incoming calls and interdisciplinary messages electronically in a timely manner.
- Communicates information clearly, verbally, written and electronically. Relay's information and messages in an appropriate and timely manner.
- Participates in utilizing updated EHR workflows and data collection processes for program initiatives.
- Participates in staff development to maintain skills.
- Independently uses problem solving skills to resolve issues related to the completion of duties.

## SAFETY

- Maintains standard safety precautions
- Provides a safe environment for patients and family members
- Appropriately assures correct patient identification

## WORKING CONDITIONS

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Works in a well-lighted and ventilated environment. The employee must follow all applicable safety procedures and environmental controls and wear appropriate personal protective equipment. The work environment is fast paced, interruptive and challenging.

## PHYSICAL/MENTAL DEMANDS

Able to react and perform under stress and emergency situations. Physically able to do some heavy lifting. Walks and stands most of the day. The ability to relate well with patients, act in a mature manner, work well under pressure, and concentrate on tasks and duties with interruptions.

## SUPERVISORY RESPONSIBILITIES

This position does not supervise employees.

## OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

I have read the above job description and understand the duties and responsibilities of my position.

**Employee Signature/Date:**

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**Human Resources Signature/Date:**

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