

**Position Summary:** The Check-In Receptionist is responsible for welcoming patients, visitors, representatives and other customers by greeting and directing them in a friendly, prompt and helpful manner. The Check-In Receptionist will ensure the completion of paperwork, sign-in and security procedures, and scheduling of patients. During the check-in process the accounts are registered with the patient's demographics, insurance is verified and copays and deductibles are collected.

**Reports to:** Director of Office Management and Staffing

**Flexibility:** While this job description is meant to provide an overview and specific responsibilities of a Check-In Receptionist, ENTA Management reserves the right to make changes, adjustments and revisions, as needed, to this document and will coordinate such modifications with ENTA's Practice Administrator and Physicians.

**Summary of General Duties:**

- Check in patients and complete patient registration.
- Manage patient flow by providing timely check-in procedures upon arrival and notifying medical support staff of patient arrival.
- Update patient tracking in EMR.
- Instruct new patients in completion of medical history and information forms. Ensure that all forms are completely filled out.
- Notify and promote the patient portal with the patients.
- Verify forms are filled out completely on the portal. If forms are missing contact the EMR & Training Manager to obtain the missing forms. If the form is not available then have the patient fill out the missing information.
- Update required forms for established patient per practice protocol for the following forms: Consent, HIPAA, Financial, Demographics, etc...
- Maintain accuracy of patient demographic and insurance information by verifying this information at each patient encounter.
- Maintains accuracy of insurance, patient billing, and contact information, by entering patient demographic and insurance information correctly into computer system.
- Scan insurance cards and driver's license for all new patients.
- Scan insurance cards for established patients every year. Then every time there is an insurance change. Follow established practice guidelines.
- Inform patient photo will be taken for EMR chart. Capture photo and import to chart. Ensure that the photo is legible.
- Schedule patient appointments within operational standards and documents appropriately.
- Accurately prep charts to confirm appropriate test results and operative reports are in the chart. If not, then the information needs to be obtained prior to the appointment.
- Complete insurance verification prior to patients visit to determine coverage and benefit limits.

- Ensures that referrals are received or waiver is signed prior to patient being seen in absence of required referral to ensure payments are received for services rendered.
- Enter referral into account and scan referral document. Link referral to appointment.
- Collect copays, deductibles, coinsurance and past due balances prior to the patient being seen.
- Accurately post payments and provide receipts to patients.
- Reconcile daily receipts and money collected with end of day reports to confirm money balances and then prepare individual deposit.
- Turn individual deposit in to Check-Out Receptionist once balanced.
- File patients chart.
- Scan documents.
- Import faxes.
- Process release of information to Bactes. Following Bactes protocol.
- Follow the release of information protocol established by ENTA that follows the HIPAA guidelines to release medical records.
- Complete all task within the timelines established by the practice.
- Document no shows in EMR or paper chart and route task or chart to the provider to sign.
- Keep Front Desk, Waiting Room and Bathroom clean and neat.
- Remove magazines from the waiting room that are older than six months old or that are not in good condition. Throw out unauthorized literature in the waiting room.
- Restock marketing and other ENTA promotional materials displayed in the waiting room.
- Send invoices to the Director of Operations, Compliance and Procurement.
- Report broken equipment or unsafe building areas to the Director of Operations, Compliance and Procurement.
- Unlock front door and turn on television at the beginning of clinic.
- Turn off coffee pot and television at the end of clinic.
- Answers the telephone in a warm, friendly manner. Answers the back line within a few rings.
- Directs urgent calls to the triage assistant and ensures that action is taken.
- Obtains accurate and complete information for hospital consults and forwards to the appropriate Medical Assistant/Physician according to practice protocols.
- Addresses patient portal tasks according to practice protocols.
- Maintains patient confidentiality.
- To inform the patients if there is a wait time for the appointment or to reschedule cancelled appointments. In such cases, the receptionist must be courteous, apologize for the inconvenience caused, and assure the patient that the appointment will be rescheduled.
- Perform other duties as assigned or requested.

## **Working Environment:**

- **Physical demands:**
  - Average percent of time during regular shift devote to:
    - Walking, Squatting, Sitting, Bending, Reaching: 25%
    - Standing: 75%
  - Average lifting requirements:
    - Lifting Requirements: 20-40 lbs.
    - Frequency of Lifting: 0-25% of the time
  - Additional physical demands:
    - Ability to grasp with both hands; pinch with thumb or forefinger; turn with hand/arm; reach for (above shoulder height).
    - Ability to type 60 wpm.
    - Ability to operate multi-line telephone system, computer keyboard and ten-key adding machine.
- **Visual, Hearing, and Mental demands:** Vision adequate to perform essential functions such as read telephone displays/computer terminals for long periods of time, correctable to 20/20. Hearing adequate to perform essential functions such as answering the telephone. Mental capacity adequate to perform essential functions such as quickly and accurately entering patient demographics and scanning documents while checking in multiple patients. Tact to deal with unfriendly individuals regarding various situations, and adequately handle stress.
- **Working Conditions:** Normal business office environment. Requires individual to be in uniform daily. Required to exhibit a positive attitude and a professional appearance and show great detail and accuracy. Required to exhibit quality performance of the essential job functions to help the office run effectively and efficiently.

## **Position Requirements:**

- High School education or GED equivalent.
- Minimum two years of medical office experience.
- Working knowledge of general office duties.
- Working knowledge of contracted insurance plans.
- Good verbal and written communication skills.
- Good telephone skills.
- Demonstrated ability to use a computer with Microsoft Word, Outlook and EMR software.
- Excellent customer service skills.
- Strong organizational skills with the ability to multi-task.
- Ability to maintain confidentiality and thorough knowledge of HIPAA policies and procedures.