

**Position Summary:** The Check-Out Receptionist is responsible for greeting patients as they check-out and offer them friendly and prompt assistance while coordinating the patients care. The Check-Out Receptionist will review the provider's orders to determine the necessary treatment plan. At checkout follow up appointments are scheduled with the patient. Either appointments are scheduled or arrangements are made for diagnostic testing. Dictations are sent to the referring and primary care doctors and the clinical summaries are exported at check-out. Outstanding balances are collected for coinsurances. The deposits are collected and balanced as a group and taken to the bank for deposit.

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

**Flexibility:** While this job description is meant to provide an overview and specific responsibilities of the Check-Out 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 out patients and complete the patient tracking in the EMR.
- Schedule patient appointments within operational standards and documents appropriately.
- Collect outstanding balances, coinsurances, deductibles, copays and self pay balances that are owed at the time of checkout.
- Accurately post payments and provide receipts to patients.
- Reconcile individual daily receipts and money collected with end of day reports to confirm money balances and then prepare individual deposit.
- Collect end of day reports and deposits from Check-In staff and Audiologist Assistants.
- Reconcile deposit for other staff members to confirm deposits balance. Then prepare a group balance and takes the nightly deposit to the bank once balanced. Following protocols established by practice.
- Batch credit card machine at the end of every day.
- Orders the diagnostic testing, obtains benefits and authorizations, and schedules the test.
- Schedules CT Sinus testing in-house when available, obtain benefits and authorizations, document and inform patients of their financial responsibility.
- Schedule Vestibular testing in-house, obtain benefits and authorizations, document and inform patients of their financial responsibility.
- Obtain referrals for outstanding services that were not able to be obtained prior to visit due to insurance requirements.
- Obtain signed surgery consent forms for fractional surgery center ownership. Scan in chart the same day.
- Fax dictations to all referring and primary care doctors for all new patients and established patients that have been cc'd to a specific doctor.
- Export clinical summaries per the Meaningful Use guidelines established by the practice protocols.
- Notify and promote the patient portal with the patients.

- Count petty cash to ensure accuracy and document on log daily.
- Open and distribute courier box.
- Process mail.
- Follow the release of information protocol established by ENTA that follows the HIPAA guidelines to release medical records.
- Process subpoenas per Release of Information policy guidelines.
- Process release of information to Bactes. Following Bactes protocol.
- File patients chart.
- Scan documents.
- Import faxes.
- 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.
- Maintain accuracy of patient demographic and insurance information by verifying this information at each patient encounter.
- Keep Check-Out Desk clean and neat.
- Send invoices to the Director of Operations, Compliance and Procurement.
- Distribute delivery boxes to appropriate staff. Unpack Front Office boxes and distribute.
- Report broken equipment or unsafe building areas to the Director of Operations, Compliance and Procurement.
- Lock front door and turn off 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.
- 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: 75%
    - Standing: 25%
  - 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.
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- 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.