

## **Front Desk - Patient Reception**

### ***Job Summary:***

The Front Desk Reception team member will greet patients, activate patient files, verify insurance and update patient info as needed. The team member will interact professionally with our doctors, staff, patients and outside resources. The position will also exemplify our mission statement: "Serving the people, communities and physicians in northern Michigan with unsurpassed medical and surgical eye care in an environment of kindness and dignity."

### ***Supervisory Responsibilities:***

- None

### ***Essential Duties and Responsibilities:***

Duties and responsibilities are shared amongst the team. You will be responsible for doing any or all of the following depending on the sub-team to which you are a member:

- Welcomes patients and visitors to the medical office by greeting patients and visitors in person and on the telephone and answering inquiries or referring questions to other staff members
- Checks in patients. Verify patients' insurance
- Schedule, reschedule and cancel appointments; rearrange physicians' schedule if changes need to occur
- Answer incoming calls, triage calls, take messages or transfer calls, per GTOC guidelines
- Learn various computer systems used at GTOC
- Prepare patient charts for upcoming appointments; file various documents electronically into patient charts
- Maintains reception area in a neat and orderly condition
- Assists patients with insurance papers and billing questions
- Greets clients, visitors and guests; determines the purpose of each person's visit and directs or escorts him or her to the appropriate location
- Answers, screens and directs phone calls to staff; takes messages and schedules appointments
- Receives mail, documents, packages, and courier deliveries and delivers or distributes items
- Performs administrative and clerical support tasks
- Performs basic filing and recordkeeping
- Assist front desk team to cover breaks, lunches, busy times and vacations. We work as a team
- Open and close the clinic as requested by practice manager when needed
- Learn and adhere to all HIPAA and IT Security policies and procedures outlined by GTOC
- All other duties that may be assigned by the front desk coordinator, doctors, or practice manager
- Demonstrate dependable attendance and punctuality in accordance with company policies

***Essential Skills/Abilities:***

- Excellent verbal communication skills including active listening
- Service-oriented and able to resolve customer grievances
- Proficient computer skills with the ability to learn new software
- Knowledge of, or ability to learn, product, service, or area of customer service specialization
- Personality and demeanor to deal with the public and assist ill, older, or distraught patients
- Good organizational and multitasking skills, especially during times of high demand
- Excellent interpersonal and customer service skills
- Basic understanding of administrative and clerical procedures and systems
- Proficient with Microsoft Office Suite or related software

***Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions***

***Education and Experience:***

- High school diploma or equivalent
- Customer service experience required

***Physical Requirements:***

- Prolonged periods sitting at a desk and working on a computer
- Must be able to lift up to 15 pounds at times