

**Job Title:** Receptionist  
**Department:** Physician Practice  
**Classification:** Non-Exempt  
**Reports to:** 1. Practice Manager  
2. CEO/President

### **Summary**

Serves patients by greeting and helping them; schedules appointments and maintains records and accounts.

### **Essential Functions**

- Welcomes patients and visitors by greeting, in person or on the telephone; answers and/or refers inquiries
- Optimizes patients' satisfaction, provider time and treatment room utilization by scheduling appointments in person or by telephone
- Keeps patient appointments on schedule by notifying providers of patient's arrival; reviews service compared to schedule; reminds providers of service delays
- Comforts patients by anticipating patients' anxieties, answers patients' questions and maintains the reception area
- Ensures availability of treatment information by filing and retrieving patient records
- Maintains patient accounts by obtaining, recording and updating personal and financial information
- Obtains revenue by recording and updating financial information; recording and collecting patient charges; controlling credit extended to patients; filing, collecting and expediting third-party claims
- Maintains business office inventory and equipment by checking stock to determine inventory level, anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies; scheduling equipment service and repairs
- Helps patients in distress by responding to emergencies
- Protects patients' rights by maintaining confidentiality of personal and financial information
- Maintains operations by following policies and procedures; reports needed changes
- Contributes to team effort by accomplishing related results as needed

### **Education/Experience**

- High School Diploma or equivalent
- Working knowledge of computer-based applications and strong PC/keyboard skills with a minimum typing speed of 30 wpm
- Completion of a Medical Terminology course preferred
- Clerical experience in a professional office setting is preferred

### **Knowledge, Skills and Abilities**

- **Required to maintain absolute confidentiality of patient care, patient accounts and hospital related matters.**
- **Required to abide by, and comply with, the provisions of the THS Corporate Compliance Policy.**

- Required to utilize positive Guest Relations principles in all interactions with patients, families, peers, third party payers and all members of the healthcare team
- Knowledge of basic office equipment such as copier, scanner, and fax machine, etc.
- Excellent communication, interpersonal and organizational skills
- Ability to communicate with all members of the health care team
- Ability to multi-task and prioritize assignments
- Strong attention to detail and demonstrated ability to use sound judgment in decision making

**Work Environment**

Work is performed primarily indoors in a generally pleasant work area. Physical demands are primarily the ability to work in a sedentary position with occasional periods of walking or standing and lifting and/or carrying boxes up to 40 pounds in weight.

**Positions Supervised**

None