



Receptionist

Title: Receptionist

Reports to: Front Office Supervisor

Summary Job Description:

- When scheduling appointment, chooses appointment time based on patient request, physician/provider availability and urgency of appointment.
- Teamwork and Communication: Work within a team to achieve patient and team goals. Share and initiate regular and professional communication with co-workers. Participate in regular staff meetings. Works with team to identify opportunities of improvement and actively participates in the improvement process.
- Communicates with patients in a warm, courteous, and professional manner
- Schedules patients in accordance with established provider schedules and clinic protocols
- Records no-shows and cancellations in system and in patient records, and routes patient messages to appropriate clinical staff
- Obtains and/or verifies that current demographic information is accurate and updates information in the system as needed
- Maintains strict patient confidentiality
- Advises patients of clinic policies regarding scheduling, payments, no-shows, etc. and answers questions as appropriate, advises patients to bring in necessary financial and/or insurance documentation as indicated
- Participation/involvement in Quality Improvement activities.

Qualifications:

- Bilingual in Spanish and English;
- Epic training experience preferred;
- Outstanding communication skills;
- Attention to detail;
- Ability to work effectively on a computer;
- Desires to work on a team

Signature: _____ Date: _____