

MEDICAL RECEPTIONIST

GENERAL SUMMARY OF DUTIES – Responsible for greeting and navigating patients/guests as they arrive and as they check-out. Provide assistance to patients checking-in and/or checking out, and expedite patient flow. Navigate patient/guest flow in registration areas to ensure an overall positive customer experience.

DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- Welcome patients and family members in a professional manner. Focus on patient needs and answer patient and visitor questions.
- Answer incoming calls, check voicemail and return calls in a timely manner
- Assist patients with checkout; print referrals, orders, letters and schedule their next appointment.
- Empowerment to make decisions on their own to help a customer; escalate appropriately.
- Understands that our reputation is only as good as our patients' last experience; ensure it is the best!
- Consistently provide patient flow updates to leadership alerting medical staff of any unusual wait times.
- Assists in resolving real-time patient concerns.
- Validate any negative experiences shared and try to come up with a satisfactory solution.
- Cross train with check-in and be prepared to cover that position when the need arises.
- Respond to all appointment requests that come in through the portal and verify insurance before scheduling.
- Explain policies regarding services, charges, insurance, billing, and payments to patients.
- Manage practice inbox, label incoming faxes so that they are routed appropriately, respond to incoming records requests, and appointment requests.
- Practice and adhere to our Mission and Vision.

Qualifications

Knowledge, Skills & Abilities:

- Customer orientation – establishes and maintains long-term customer relationships, building trust and respect by constantly meeting and exceeding expectations
- Communication – communicates clearly and concisely, verbally and in writing
- Interpersonal skills – able to work effectively with other employees, patients and external parties
- PC skills – demonstrates proficiency in PC applications as required
- Policies & Procedures – demonstrates knowledge and understanding of organizational policies, procedures and systems
- Basic skills – able to perform basic mathematical calculations, balance and reconcile figures, punctuate properly, spell correctly and transcribe accurately
- Languages – fluent in both English and Spanish preferred (read, write and speak)
- Able to remain calm, troubleshoot and multitask in a fast paced work environment

Education: High school diploma or GED required.

Experience: A minimum of 3 – 5 years of patient access or customer service experience required

Hours: Full time position: Monday -Thursday 8 am – 5 pm, Friday 8 am – 1pm (hours may vary by 15-30 minute intervals)

Location: LifeChoices Family Medical, 18560 North Dale Mabry Hwy., Lutz, FL 33548
www.LifeChoicesMedical.com

Send resumes to: info@lifechoicesmedical.com