



**River Falls Eye Surgery and Laser Center
Position Description**

Job Title:	Receptionist/Scheduler	FLSA Classification:	Non-exempt
Department:	Patient Services	Reports to:	Lead Scheduler
Date:	09/01/2020	Hours/Week:	Up to 40 hours; Full-time M-F

Summary

A brief description of the scope of the position, expected results and degree of freedom.

Responsible for greeting patients and preparing charts for medical staff. Verifying demographics and insurance. Creating and maintaining daily, weekly and monthly patient schedules. Provides excellent customer service and maintains strict confidentiality.

Essential Duties and Responsibilities

- Greet patients, either scheduled or walk-in, and provide them with instruction prior to seeing medical staff;
- Answer all incoming calls for purpose of scheduling patient visits, transferring to other clinic employees, providing guidance and direction to callers;
- Update and rearrange patient schedule based on unanticipated changes in doctors schedule;
- Prepare and arrange patient charts in conjunction with the daily schedule for medical staff, prepares new patient charts, updates charts for patients seen and file as appropriate;
- On a daily basis confirm appointments through phone calls and leaving messages appointments for the following day;
- Maintain chart filing system; File completed dictation notes in patient charts and maintain all charts in a ready-to-go manner;
- Research missing patient information and provide for completing dictation;
- Fax medical information as required to other medical providers and insurance carriers, manage and/or distribute incoming faxes as needed;
- Collect patient bill payments and co-pays;
- Contact, as required, other medical providers that are used as referrals for patients and provide them with necessary medical files;
- Maintain necessary front desk supplies;
- Forward medical records for purposes of transferring care and legal requests;
- Process recall/reminder cards
- Report any perceived safety hazards to the supervisor or the OSHA Safety Officer upon discovery;
- Maintains excellent and punctual attendance;
- Assist in training of new employees, students or volunteers;
- Use computer daily including email, Word documents, spreadsheets, Weave/Teams, practice management system/EMR as required. Use phone daily including responding to voicemail in a timely manner;
- Abide by company compliance program and other agency policies and procedures;
- Demonstrate commitment to company mission and goals.
- Attend company functions and meetings as relevant or required;
- Perform other duties as assigned.

Communication	As Evidenced by:
Communicate clearly and effectively with internal and external customers.	Absence of reported issues/incidences.
Utilize appropriate communication methods to ensure messages are delivered accurately. Avoid use of email when face-to-face conversation is more appropriate.	Absence of reported issues/incidences.
Bring issues directly to the person involved.	Demonstration of identified behavior. Absence of reported issues/incidents that indicate otherwise.
Customer Service	
Treat internal and external customers with courtesy and respect.	Absence of reported issues/incidences.
Be attentive to the needs of others.	Demonstration of identified behavior.
Professionalism/Team-Oriented Behavior	
Avoid blaming behavior.	Absence of identified behavior and/or reported issues/incidences.
Speak positively about one another.	Demonstration of identified behavior. Absence of reported issues/incidents that indicate otherwise.
Display professionalism at all times.	Maintain a professional demeanor as evident in appearance and behavior.
Display a positive and encouraging attitude.	Demonstration of identified behavior.
Maintain Emotional Intelligence – ability to perceive and evaluate the emotions of others and effectively manage one’s own emotions.	Demonstration of identified behavior. Absence of reported issues/incidences that indicate otherwise.
Active participant for interdepartmental cooperation.	Uses respectful and honest communication with all staff.
Team player	Demonstrates reliability and flexibility, listens actively, communicates constructively, is respectful and supportive, and works as a problem-solver as evidenced by specific examples.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sitting and standing associated with a normal office environment
Some bending, stooping and stretching
Able to use office equipment such as a copier, computer, telephone and fax machine
Able to lift 5-10 lbs frequently, 20-30 lbs occasionally
Hand dexterity for office machine operation
Mobility to complete errands, go up and down steps, or sitting for extended periods of time
Adequate vision, hearing and speaking abilities to perform essential duties, including telephone conversation
Able to prioritize activities when faced with competing demands

Knowledge, Skills and Abilities

Knowledge – Learned information or concepts that relate to a specific area or discipline, such as knowledge of the organization’s services.

Skills – Measureable or observable behavior while performing a cognitive or manual activity, such as skill in word processing.

Ability – Natural (perhaps innate) talents or gained capabilities, such as ability to follow procedures.

Job-specific tasks

State specifically what is done and explain why and how.

Frequency

State the frequency of the duties performed.

Knowledge of patient registration and scheduling
Some knowledge of medical terminology and health insurance
Working knowledge of office techniques, grammar, spelling/punctuation
Knowledge to be able to alphabetize charts and other documents
Knowledge to be able to sort and file numerically as needed

Daily

Possess skills in: Computer skills at the level necessary for working efficiently in the company’s practice management system and electronic medical record as well as email and other programs
Strong verbal, written and interpersonal skills.
Problem solving, taking initiative
Developing and maintaining effective relationships with partners inside and outside the organization

Daily

Possess ability to:
Ability to manage multiple tasks and one time and prioritize
Examine documents for accuracy and completeness
Prepare records in accordance with detailed instruction
Demonstrate ability to deal diplomatically and calmly under stress
Plan, organize and multitask
Use a computer keyboard to type
Speak, understand, read and write English at a level to sufficiently carry our all essential duties
Work independently and respectfully with others
Ability to handle confidential information with discretion
Ability to listen to patient concerns and access resources to help

Daily

Qualifications

Education and experience – The type of formal education and type/amount of experience that would typically be needed to successfully perform in the position.

High School Diploma or equivalent (GED)
1+ years of experience in a customer service role
Experience in a healthcare setting preferred
Prior reception/scheduling experience a plus
Demonstrated computer skills (Word, Excel, etc.)
A two year Associates Degree in business or a medical related field preferred
Excellent oral and written communication skills
Demonstrated ability to learn new tasks, work individually or as a team with minimal supervision and in a stressful environment

Licenses and Credentials

Specific licenses or credentials needed to perform duties and responsibilities

Work Environment

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal medical office environment with good lighting, ventilation and space

Fast-paced environment

Occasional evening or weekend work or overtime

Contact with staff, providers, and patients is frequent and interruptive

Involves contact with staff, providers and the public

May view computer screens and type for long periods of time

Equipment used:

Computer

Telephone

Copier/scanner

Fax machine

Credit card machine/processing

Adding machine/calculator

Acknowledgement

All job requirements in the job description provided indicate the minimum level of knowledge, skills, and/or abilities deemed necessary to perform the job competently. Job descriptions are an overview of the duties, responsibilities and requirements of the position. Employees may be required to perform other job-related assignments as requested.

I have read and understand the job requirements, responsibilities and expectations set forth in the job description provided for my position. I attest that I am able to perform the essential job functions as outlined with or without any reasonable accommodations

Employee Signature

Date

Supervisor Signature

Date