



Job Description: Front Desk Administrative Assistant (Check-In / Check-Out)

Job Title: Front Desk Administrative Assistant (Check-In / Check-Out)

Department(s): Administrative Staff

Reports to: Administrative Coordinator & Practice Administrator

General summary of duties: The Front Desk Administrative Assistant, under the supervision of the Operations Manager and Practice Administrator, is responsible for performing administrative office functions including greeting patients, scheduling appointments, entering charges and collecting payments.

Job qualifications:

Education/training: High school graduate or GED (Required)
Associates College Degree/Diploma Health Care Management / Medical Office Assisting (Preferred)

Experience: Preferred: One year medical experience in a physician's office or equivalent combination of related education and experience
Required: Secretarial and customer service experience

Skills:

- Knowledge of physician business office procedures
- Ability to establish and maintain effective working relationships with patients, medical staff, coworkers and the public
- Ability to read, write and communicate effectively orally and in writing
- Ability to use good reasoning and judgment and react calmly in stressful situations
- Ability to establish and maintain effective working relationships with patients, medical staff, coworkers and the public
- Ability to read, write and communicate effectively orally and in writing
- Knowledge of basic arithmetic
- Proficiency in the operation of a computer keyboard and ten-key adding machine

Physical abilities:

- Sit for extended periods of time; push, pull and reach; occasionally bend, stoop and stretch
- Have the hand-eye coordination and manual dexterity needed to operate a keyboard, photocopier, telephone, calculator and other office equipment
- Have a normal range of hearing and eyesight to record, prepare and communicate appropriate reports; specific vision requirements: the ability to focus

Duties and Responsibilities:

- Greet and welcome all patients and guests to the practice.
- Direct or escort patients and guests to the appropriate seating area.
- Verify insurance coverage, update insurance information in PM system.

- Update patient demographics (address, phone numbers, emergency contact, employer, etc.)
- Print appropriate encounter ticket(s)
- Alert provider/nurse if patient arrives late or if insurance problems delay check-in process
- Verify Carolina Access primary care provider and confirm referral prior to completing check-in process
- Print and deliver patient handouts/forms
- Review HIPAA form with patient; deliver Notice of Privacy Practices to new patients and established patients upon request.
- Enter patient encounter data, charges and diagnosis codes as directed by encounter/fee ticket.
- Schedule follow-up appointments per provider templates, according to instructions on encounter/fee ticket.
- Collect patient payments and apply to account.
- Enter recalls for follow up services, manage & link outstanding recalls.
- Balance payments posted, prepare deposit slip, and complete daily close.
- Work insurance eligibility report on the day prior to patient appointment.
- Assist in rescheduling bumped appointments.
- Maintain a neat and organized work area.
- Assist in keeping patient common areas and waiting areas neat and tidy.
- Assist in preparation of patient packets and/or special projects as directed by Practice Administrator; these include, but are not limited to, early OB packets, marketing materials, and database maintenance projects.

The Front Desk department as a whole has specific tasks that are assigned to certain employees. This job description is intended to be a guideline of the most common assignments that are handled by the department.

With all positions, assignments and duties may change from time to time depending on the needs of the company or special projects that may arise.

The above list does not reflect the priority of tasks. Employee may be assigned other tasks as needed. As CWC processes change, job description will be reviewed and updated. Moreover, all duties contained herein will be reviewed during employee evaluation.

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

Work environment:

The work of this position is performed in an environmentally controlled office environment. The position requires the ability to work under pressure and with a diverse population, including patients, staff, physicians, insurance companies, vendors, and other members of the public on a regular basis.