



## **JOB DESCRIPTION**

**POSITION:** Receptionist/Scheduler/Insurance Verifier

**DEPARTMENT:** Business Office

### **SUMMARY:**

The primary responsibility of this position is to greet all that enter the building, determine nature of business and provides assistance. In addition, schedule surgery and special procedures with physician's offices to be performed at the center. Completes insurance verification.

### **I. POSITION DUTIES**

- A. Greets all who enter building in a positive manner, provides direction, information, and other assistance as needed
- B. Answers phone in a pleasant manner and deals with physician offices and patient needs expeditiously. Takes messages and records in message book. Transfers calls to other departments
- C. Collects and distributes mail and messages
- D. Completes necessary paperwork for registration and uses computer system to generate information for surgery/special procedure
- E. Handles financial responsibilities as policy states or appropriately
- F. Maintains various logs of daily activities including cancelled appointments, add-ons, for monthly tallies needed
- G. Assists in maintaining office supplies and necessary forms and informs Office Manager when supplies are needed
- H. Performs various clerical duties such as photocopying forms, reports, patient information, mailing surveys, preparing patient charts, faxing forms and retrieving faxes
- I. Filing of received faxes in appropriate areas, filing reports in patient's charts
- J. Maintains clean and orderly waiting area
- K. Performs other related duties as assigned
- L. To function efficiently as a member of the surgery center team
- M. Provides assistance to team members, physicians, and anesthesia personnel as needed (i.e., reliability, initiative, work relations, training needs)
- N. Develop communication skills and promote departmental relationships to ensure continuity of care
- O. Participates in on-going committee and other educational programs to enhance patient care
- P. Verifies patient identity in compliance with compliance for Identity Theft Policy.

### **II. REPORTING RELATIONSHIPS**

- A. Immediate Supervisor: Business Office Manager



B. Positions to be supervised: None

### III. CONTACT WITH OTHERS

- A. Internal: O.R. Staff, PACU Staff, Anesthesia, and Management Staff
- B. External: Physicians, Physicians' Office Staff, Allied Health Professionals, Patients and Families, Representatives of Medical Industry.

### IV. POSITION CHARACTERISTICS

It may be necessary to perform some overtime to meet the needs of the caseload and maintain other responsibilities. It is a position of responsibility and accountability, requiring people skills, problem solving and decision-making skills, and can be hectic and stressful.

### V. POSITION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Physical and mental requirements, key boarding experience and knowledge of receptionist tasks, surgery paperwork and policy and procedures of facility. Employee must be able to use office equipment including phones, computer, fax, copier and credit card machines. Employee must have knowledge of customer service concepts and technique. Must have the ability to prioritize and organize multiple tasks effectively. Must have the ability to communicate clearly in person and by phone and establish and maintain cooperative relationships with patients, family, staff, physicians, and others. Ability to read, understand and follow oral/written instructions. Employee must have the ability to file correctly by alphabetic and numeric system. Have no restrictions on sitting for long periods of time 7-8 hours daily. Employee must be able to view computer screen for long periods. Employee must have the ability to do multi-tasking. Occasional stress related workload, customer and physical problems. Employee must be able to present a professional image.

### VI. POSITION SPECIFICATIONS

The Receptionist should have a high school diploma or GED. Minimum two years' experience in health care and minimum of one year experience in receptionist procedures preferred. The successful candidate must have the ability to work independently as well as function within a team; have a basic knowledge of receptionist responsibilities; and must possess the ability to handle stress.



**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

**I have read the job description and understand the functions of the position at this facility.**

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date