

Receptionist

JOB DESCRIPTION:

Receptionist

FSLA STATUS:

Non-exempt

REPORTS TO:

Business Office Coordinator

JOB SUMMARY:

The Receptionist provides friendly, efficient and exceptional customer service when receiving guests at the center. This position is multifocal with involvement in many business functions.

JOB RESPONSIBILITIES AND DUTIES:

Essential Job Responsibilities with demonstrated competency

- Possesses ability to work with all members of the health care team.
- Demonstrates high ability to interact with customers in a friendly, efficient and professional manner.
- Possesses knowledge and is skillful in effective verbal and written communication.
- Demonstrates ability to request payment due at time of services, holding patient accountable for terms of payment communicated prior to date of service.
- Demonstrates ability to operate credit card payment device, including receipt of cash or checks.
- Demonstrates ability to reconcile payment register at end of business day.
- Demonstrates high level of organizational skills, keeping patient intake flow smooth and efficient.
- Maintains reception desk in orderly and clean condition.
- Demonstrate abilities to perform independently with minimal supervision.
- Protects patient privacy during direct patient contact and abides to HIPAA standards upholding the privacy and security of PHI and ePHI.

Technical Skills General Business Operations with Abilities, Skill, Knowledge required for success in the work environment:

- Patient registration is performed with accuracy when verifying patient information.
- Verifies patient registration on date of service in patient accounting system and alerts clinical personnel of patient arrival.

- Places all necessary forms in patient chart for clinical personnel use to document care.
- Verifies assembly of medical record content is complete prior to patient's admission.
- Receives patient on date of service, including verification of patient identification, and patient acknowledgement of services.
 - Provides with instruction all documents requiring patient signatures.
- Collects patient financial responsible co-payments or deductible payments upon admission; secures payment.
- Keeps family members informed of patient's status during their stay in the Center.
- Maintains appearance of waiting room in neat and orderly condition.
- Maintains stock of beverages & supplies for visitors and re-orders supplies as needed.
- Manages all incoming telephone calls and directs to correct team member.
- Maintains friendly and polite phone etiquette and a thorough working knowledge of phone system.
- When away from reception area provides patients or visitors with contact information of how to reach another member of the staff for assistance.
- When directed, communicates changes to surgery schedule (delay, cancel, change dates, times, etc.) and distributes to other team members for immediate notification.

Behaviors contributing to professional success in the work environment:

Professionalism:

- Self awareness of professional image to peer group, patients, physician and visitors.
- Self awareness of personal and professional strengths and weaknesses and accepts accountability and responsibility for self improvement.
- Self awareness of personal emotions and manages conduct without creating disruption or impacting others in the workplace.
- Shares expertise with others and willingly shares information.
- Personal attire is business casual at minimum and appropriate for customer relations.
- Treatment of others is with mutual respect, regardless of age, gender, ethnic, cultural or spiritual differences, job title, status or position, and is committed to promotion of a harassment-free environment.
- Upholds organizational values, culture and mission statement.

Reliability & Quality of work:

- Documents patient or visitor unexpected events or grievances using event reporting management tool.
- Keeps commitments and displays professional conduct which conveys confidence from others, including patients, physicians, visitors and team mates.
- Acknowledges ability, skill and knowledge deficits and asks for assistance appropriately.
- Productivity is equal to others with same job role, including using time efficiently, and prioritizing and planning work assignments.
- Follows instructions or directives given by management.

- Completes tasks on time or notifies appropriate person with an alternate plan.
- Completeness of task is thorough, accurate and timely, promoting quality controls.
- Restores and restocks work station, storage locations and monitors for outdated supplies.
- Consistently is attentive to attendance and punctuality, and requests for time off is appropriate and timely for the conditions.

Communication:

- Clear, concise, accurate and timely and seeks clarification, in both written and verbal context.
- Is appropriate for the age of patient, level of understanding or anxiety, and conditions.
- Committed to resolving conflict with other(s) through lines of direct communication first, or seeks assistance from management for timely resolution.

Team Work:

- Recognizes and acknowledges the skill, knowledge and talents of co-workers and genuinely expresses praise and encouragement, supporting everyone's effort to succeed.
- Remains open to ideas of others, exhibiting objectivity.
- Gives and welcomes feedback for the purpose of improvement or reaching creative solutions as a group.
- Balances team and individual responsibilities, contributes to building a positive team image by placing success of team above own interests.
- Able to rally morale and group commitments to meet goals and objectives.
- Volunteers readily for tasks or responsibilities that may be for the greater benefit of the team
- Participates in team meetings, showing interest in moving forward and progress.

Customer Service & Business Stewardship:

- Recognizes all customer relations as vital to future business relationships and reputation.
- Interaction with customer is focused for the attainment of quality, safety and accomplishment of the expected outcomes.

Qualifications:

- Must be a high school graduate (or GED equivalent).
- Previous experience in customer service, health care industry preferred.
- Knowledge of medical terminology
- Computer literate
- Knowledge of surgical procedures & terminology is desirable.
- Must possess exceptional interpersonal skills.
- Must possess exceptional communication skills.

Language Ability:

- Read, analyze, and interpret and insurance company coverage plans. Effectively communicate information and respond to questions from physicians, peers, managers.

Math Ability:

Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Computer Skills:

Computer literate: word, excel, windows required.

Proficient in patient accounting system.

Work Environment:

This job is designated as a Category II job using OSHA definitions. This means there is no anticipated exposure to blood or potentially infectious materials.

Physical Demands:

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.

Demonstrates ability to lift and /or move up to 25 pounds. Push/pull carts, and lift overhead. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to sit for long periods; walk; have use of hands & fingers, touch or feels; reach with hands and arms; speak, and listen.

ASC LLC, Northwoods Surgery Center, LLC, Orthopaedic & Spine Center of Southern Colorado, L, Orthopaedic Recovery Center of Southern Colorado, PHS-ASC, LLC, Peak One Surgery Center LLC, Pinnacle III, Port Jefferson Surgery Center LLC, SOG Surgery Center, Skyline Endoscopy Center LLC, Specialty Billing Solutions, Steamboat Springs Surgery Center, The Orthopedic Surgical Center of Montana