

Job Description



Job Title: Front Desk Representative/
Appointment Scheduler
Department: Front Desk/Nursing
Report To: Director of Nursing

Job Summary:

Perform customer relations duties with the public, check patients in and out, ask for and facilitate the receipt of patient payments, and maintain patient files.

Core Competencies

Proactive

Anticipatory, change-oriented and self-initiated behavior. Proactive behavior involves acting in advance of a future situation, rather than just reacting. It means taking control and making things happen. Proactive employees generally do not need to be asked to act, nor do they require detailed instruction. Take initiative to see an issue and develop realistic solutions.

Achieve

Demonstrate effort, skill, or tenacity to reach or attain a desired objective, level of performance or quality of work. Carry out tasks successfully and completely. Attain goals despite difficulty. Able to exert the necessary effort using their own skill set to perform at the highest level desired within our organization.

Team Conscious

Demonstrate a genuine interest in thoughts and opinions, values, and needs of co-workers. Avoid speaking, writing, or doing other things that could be seen as disrespectful of patients and/or co-workers. Recognize and show respect for the strengths and contributions of others. Work with others to accomplish a common goal or objective.

Integrity

Act in ways that demonstrate personal reliability, honesty, and care that exhibit integrity and serves as a positive example of why others should trust the motives of our organization. View oneself as a reflection of the organization by following through on commitments and accepting ownership of any mistakes they might make. Leave others with a clear impression that integrity is a core value of Premier Bone & Joint Centers. This is in contrast to individuals who make commitments that go unmet, fail to acknowledge their role in disappointing events, or whose actions (or inaction) leave others with doubts about the level of trust that should be placed in Premier Bone & Joint Centers.

Excellence

Have the will to win, the desire to succeed, the urge to reach their full potential. We are what we repeatedly do. Excellence is the path chosen to be successful at work. The word excellence is defined as the quality of surpassing the average, possessing high qualities in one's field. It's about developing a winning mindset that says "I want to be great at what I do. I want my personal life and my work to be spectacular." Developing excellence is a deliberate process and takes time, yet it can be developed by creating a personal strategy that will put you on the road to success in life and in the workplace.

Never Quit

Can always be counted on to go above and beyond what is asked. Always give extra and unending effort and offer support to other team members. Persevere in completing tasks and don't get discouraged or cut short efforts to accomplish goals and objectives. Make and fulfill commitments. Establish a pattern of working independence, always intend to fulfill any promise made, prepare for meetings and other tasks.

Trust

Believe that someone or something is reliable, good, honest, and effective. Act responsibly for the safety and care of Premier Bone & Joint Centers' patients. One is able to believe that something relayed by this employee, is true or correct even though you do not have proof of it. One is able to have firm belief in the reliability, truth, ability, or strength of this employee. This is an employee that one would put complete faith in and be confident that the integrity of this employee would guide their actions.

Communication

Communicate effectively, respectfully, and appropriately. Use good judgment as to what to communicate to whom by utilizing the chain of command, as well as the best way to get that accomplished. Speaks in a clear and credible manner, selecting the right tone for the situation and audience. Listen to others and allow them to make their point. Be respectful to feedback and respond accordingly.

Essential Duties and Responsibilities

Opening Procedures

Ensure opening procedures are followed daily; including turning on lights and computers, prepare clinic per physician's preference.

Answer Telephone/Greet Patients

Answer telephone and greet patients/visitors in a timely manner with professionalism and politeness.

Patient Check In/Out

Check patients in and out via EMR and/or practice management.

Patient Paperwork

Compile information to be placed in the patient's chart, including: verifying New Patient/Old Patient paperwork is accurate and complete, witnessing consents, explaining and witnessing acknowledgements, taking patient's photo when needed, and verifying History and Physical is complete and signed.

Workers' Compensation/Motor Vehicle Accidents

Obtain correct information, ensure appropriate forms are completed.

Patient Assist

Assist patients as needed with walking, transfers, dressing, and preparing for exam.

Assist Nursing Staff

Obtain required information as directed by nursing staff; patient's height, weight, blood pressure, and other needed medical information.

Orders

Route orders to appropriate location/facility, and assist with medical records requests.

Charges

Enter and tally correct charges on all encounter forms.

Collections

Collect deductibles, co-payments, and charges, and give receipts to the patients.

Scheduling Appointments

Schedule patient appointments within clinic or via telephone in practice management system. Attach appointment to correct case. Verify correct daytime phone number.

Closing Procedures

Ensure closing procedures are followed daily; including cleaning exam rooms, restocking supplies, closing windows, turning off lights, locking doors, tallying Daily Receipt Logs, and batching credit card machines (if available).

Other Duties

Perform other duties as directed/required to ensure efficient operation of the department.

Interpersonal Skills

Working Relationships

Ability to establish and maintain effective working relationships with physicians, co-workers, and the public.

Mentor

Acts as mentor for new employees.

Personal Growth

Accepts responsibility for own professional growth and personal conduct.

Flexibility & Stressful Situations

Ability to be flexible, organized, and function under stressful situations. Responds with flexibility to changing work load and/or patient assignments.

Adherence to Facility/Departmental Policy

Confidentiality/Right to Privacy

Observe confidentiality of information in regards to patients, physicians, and fellow employees.
Protect Patient sensitivities and right to privacy.

Attendance/Punctuality

Maintain a good attendance record and arrive to work punctually.

Dress Code/Identification

Follow dress code, including wearing identification and communicate name and role to patient.

Cell Phone Use

Cell phone may be used for business purposes only. Utilize cell phone for personal, use only during breaks or meal periods and out of the public eye.

Staff Meetings/In-services

Participates in Premier Bone & Joint Centers and departmental in-services and staff meetings.

Safety & Infection Control Policies

Adhere to safety and infection control policies.

Care of Environment, Equipment, and Supplies

Equipment

Utilize correct/safe technique when using equipment. Notify manager of malfunctioning equipment.
Perform minor equipment repairs not requiring a service call.

Inventory

Aid with collaboration of inventory list for outlying clinics keeping quantities at a reasonable level, ensuring adequate stock for next clinic.

Clean, Neat, Safe Environment

Maintain a clean, neat, and safe environment for patients and staff, including personal work areas.

Education

Degree/Diploma Obtained	Program of Study	Required/Preferred
High School Diploma or Equivalent		Required

Certification & Licensures

Certificate	BLS Health Care Provider (CPR)	Preferred
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Experience

Years of Experience		Required/Preferred
	Previous experience in customer relations of related field	Preferred

Physical Requirements

Action	Description	Frequency
Seeing	Must be able to read reports, patient charts, and to use a computer.	Constant
Hearing	Must be able to hear well enough to communicate with patients and co-workers.	Constant
Speaking	Must be able to verbally communicate with patients and co-workers.	Constant
Fingering/Grasping	Must be able to write and type, as well as grasp a telephone.	Constant
Standing		Frequently
Sitting		Frequently

Weight Demands

Action	Description	Frequency
Lifting	Must be able to lift up to 10 pounds or less	Frequently
	Must be able to lift 11-25 pounds	Frequently

Working Conditions

The fast paced nature of this position may lead to increased levels of personal stress.

Environmental Hazards

The fast paced environment may lead to increased levels of personal stress and demand high mental acuity.

Physical Hazards:

Physical harm is possible when performing physical requirements, as listed above. Exposure to communicable disease, bodily fluids, and/or toxic substances is possible and can be physically harmful.

Unique Work Schedule/Travel

May be required to work after hours, on weekends, or holidays.

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct related to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with patients, customers, and fellow employees.

Note: This description is intended to describe the general job duties and employment requirements for adequate job performance, and should not be interpreted as an exhaustive report. Additional duties and responsibilities may be assigned at the discretion of the employees' supervisor.