

## Job Description



**Job Title:** Front Desk Representative  
**Department:** Physical Therapy  
**Report To:** PT Front Desk Supervisor

### Job Summary:

Performs customer service and related clerical duties in order to facilitate efficient and effective function of the Physical Therapy department.

## 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. Takes initiative to see an issue and develop realistic solutions.

### Achieve

Demonstrates effort, skill, or tenacity to reach or attain a desired objective, level of performance or quality of work. Carries out tasks successfully and completely. Attains 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

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

### Integrity

Acts in ways that demonstrate personal reliability, honesty, and care that exhibits integrity and serves as a positive example of why others should trust the motives of our organization. Views themselves as a reflection of the organization by following through on commitments and accepting ownership of any mistakes they might make. Leaves others with the a clear impression that integrity is a core value of Premier Bone & Joint Centers.

### Excellence

Has 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 they have 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 gives extra and unending effort and offers support to other team members. They persevere in completing tasks and is not discouraged nor cuts short efforts to accomplish goals and objectives. Makes and fulfills commitments. Has established a pattern of working independence, always intends to fulfill any promise made, prepared for meetings and other tasks.

## Trust

Belief that someone or something is reliable, good, honest, and effective. They 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

Communicates effectively, respectfully, and appropriately. Uses 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. Listens to others and allows them to make their point. Is respectful to feedback and responds accordingly.

## Essential Duties and Responsibilities

### Patient Communication

Greet patient when they arrive for appointments; perform check-in procedure, including verification of patient's demographic and contact information. Answer phone calls, take messages and/or attempt to answer inquiries, including scheduling patient appointments according to current protocols. Contact patients to remind them of their appointments and determine possible cause(s) of any missed appointments. Notify patients when orthotics and specially ordered supplies have arrived, and schedule appointments for fitting, or mail supplies and instruction sheet to out-of-town patients.

### Patient Documentation

Locate and prepare patient charts for the next-day appointments, create charts for new patients, maintain patients charts by requesting operative reports and physician's charts when needed. Copy initial patient evaluations and file in patient charts; provide copies to chart room for physician files and to referring/out-of-house Physicians, if necessary. Copy Physical Therapists' notes and flow sheets for Worker's Compensation and insurance requests. Provide New Patient Representative with outside referral information.

### Patient Assistance

Contact and arrange for transportation services for patients who are unable to provide their own.

### Physical Therapy Equipment and Supplies

Manage and maintain all Physical Therapy equipment rentals; monitor inventory of rental units and order more when necessary, answer questions from rental companies regarding patient information, complete and submit rental contracts, and ensure that units are refurbished when returned. Send supplies and protocols sheets and exercise sheets to satellite clinics when requested by either the Physician or Physical Therapist. Contact the facilities/maintenance department when equipment or building repairs are needed.

## **Physical Therapists' Schedules**

Manage Physical Therapists' schedules; blocking out time off (*when approved by the Director of Physical Therapy*) on therapists' schedules. Discharge patient charts who fail to attend physical therapy appointments; notify medical staff and therapists.

## **Interaction With Other Departments**

Facilitate communication between physicians, medical staff, and therapists. Cooperate with transcription, regarding letters of medical necessity. Maintain effective communication between the Physical Therapy department and all other departments, including satellite clinics.

## **Information Processing**

### **Confidentiality/Right to Privacy**

Observes confidentiality of information in regards to patients, physicians, therapists, and fellow employees. Protect patient sensitivities and right to privacy.

### **Computer Use - Patient Data**

Use computer to accurately enter, maintain, and retrieve patient data.

## **Interpersonal Skills**

### **Professional Image**

Projects a pleasant and professional image per policy.

### **Analyzing Skills**

Analyzes situations accurately, makes decisions to bring a favorable resolution, and take effective action; seeks out help when appropriate.

### **Flexibility/Stressful Situation**

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

### **Initiative**

Exhibit initiative and self-directed behavior. Accept responsibility for own professional growth and personal conduct.

### **Mentor**

Acts as a mentor for new employees.

## **Adherence to Facility/Departmental Policy**

### **Attendance**

Maintain a good attendance record, arrive to work punctually and able to substantiate overtime.

### **Dress Code/Identification**

Follow dress code of the department, appear professional when present in the clinic, wear identification while on duty, and communicate name and role to patient appropriately.

### **Confidentiality**

Observe confidentiality of information in regards to patients, physicians, therapists, and fellow employees; ability to maintain confidentiality under HIPAA standards.

## Staff Meetings/In-services

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

## Care of Environment, Equipment, and Supplies

### Order Supplies

Order supplies and equipment and store in an organized manner.

### 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

## Experience

Years of Experience	Required/Preferred
Recent Clinical Experience	Preferred

## Physical Requirements

Action	Description	Frequency
Seeing	Must be able to read and use a computer to facilitate information collections, organization, and dissemination	Constant
Hearing	Must be able to hear well enough to communicate in person, or on the phone with therapists, physicians, staff, administration, and patients/families	Constant
Speaking	Must be able to verbally communicate with therapists, physicians, staff, administration, and patients/families	Constant
Fingering/Grasping	Must be able to write and type to facilitate Information collection, organization, and dissemination	Frequently
Action	Description	Frequency
Standing		Intermittent
Sitting		Constant

## Weight Demands

Action	Description	Frequency
Lifting	Must be able to lift up to 25 pounds	Intermittent

## Working Conditions

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

## 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.***