

## **Job Description: Medical Receptionist**

A pediatric orthopaedic surgery practice located in Dover, DE is in need of an experienced, part-time Medical Receptionist for a growing medical practice. The ideal candidate should have experience in all aspects of customer service. The medical receptionist should possess skills in using healthcare software and computer programs. The candidate should have experience in a medical office and communicating effectively with patients and their families. Ability to multitask and problem solve independently are essential to this position.

### **Duties Include:**

- Patient registration and scheduling
- Patient check in/out
- Answer incoming calls/make outgoing calls
- Process medical record requests
- Payment collections and processes
- Data entry
- Follows office policies and procedures.
- Performs filing and organizational systems for the front office.
- Perform all duties within HIPAA regulations.
- Attends staff meetings for administrative and clinical staff.

### **Essential Function of a Medical Receptionist:**

- Promote and perform excellent customer service.
- Greet and attend to patients in person and over the phone.
- Safeguard patient privacy and confidentiality
- Other duties as assigned by manager

### **Technology:**

- Proficiency in Microsoft word and excel. Understanding of Electronic Medical Record (e.g. Athena); Familiarity with telecommunications systems, Delaware Health Information Network (DHIN), Humana and Availity

### **Education and Experience Requirements**

- High School Diploma/GED
- Minimum of six months in a medical office setting.
- Working knowledge of medical terminology
- Excellent documentation, communication, and IT skills.
- Bilingual (Spanish speaking) strongly preferred.