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Diplomate, American Board of Podiatric Surgery

JOB DESCRIPTION – RECEPTIONIST

HANDLE ALL TELEPHONE AND PERSONAL COMMUNICATIONS:

- Patient and family inquiries
- Insurance company inquiries both incoming and outgoing
- Scheduling patient appointments
- Confirming upcoming appointments and pulling charts
- Re-scheduling appointments
- Screening of calls to the Doctor, record messages accurately
- Make personal verbal contact with all patients and make note of some aspect of that patient's personal life and review that note prior to future visits

PREPARATION OF CHARTS AND CHART MAINTANCE:

- Prepare new charts
- Scan or copy insurance cards and patient's ID
- Pass out new patient forms to be filled out and make sure all fields are filled out and confirm information
- Create patient's chart and enter information in the computer
- For patients that have not been seen in 2 or more years, confirm address, phone numbers and insurance information
- Prepare consent to operate form
- Prepare surgical consultation form
- Stamp date on all of the following items, punch and load into patient's chart: EOB's, lab reports (after being seen and initialed by Doctor), copies of consultation letters, copies of insurance
- File and organize charts

FRONT DESK FUNCTIONS:

- Scheduling appointments
- Collect initial co-payment / office visit fee
- Collect other payments brought to office by the patient
- Keep a log of all payments received
- Dispense post-op instructions
- Dispense orthotic instructions
- Have patient sign payment arrangement agreement for orthotics
- Submit authorization requests for orthotics, DME and surgery

BACK OFFICE DUTIES:

- Escort patients to treatment room and assist with shoe and stocking removal and replacement as requested by Doctor and/or patient
- Set up room and surgical tray for procedures
- Assist Doctor with administration of local anesthesia
- Replenish supplies in treatment room drawers and on counter

MAINTENANCE OF WAITING ROOM AND BUSINESS OFFICE AREA:

- Maintain the waiting room and business office in a clean and organized manner
- Organize and do inventory of business supplies and KEEP A LOG of all items in stock, amount ordered, date, and supplier

PERFORM TASKS OF MEDICAL ASSISTANT WHEN SHE IS NOT AT WORK OR UNABLE TO
PERFORM HER CUSTOMARY FUNCTIONS

Employee:

Date: