

## MEDICAL RECEPTION SPECIALIST

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### **Reports to**

Lead Medical Reception Specialist

### **Supervisory Responsibility**

None

### **Job Purpose**

Reception Specialists are responsible for day-to-day administrative and general office duties. They provide quality patient care through greeting patients, collecting data, and answering calls while filling and maximizing provider schedules. All Receptionist Specialists are integral to The Hughes Alan Group's mission to empower providers to be providers.

### **General Statement of Responsibilities**

- Upholds The Hughes Alan Group's mission: empowering providers to be providers.
- Welcomes patients and visitors, determines purpose of the visit and handles appropriately. Maintaining clinic and patient privacy.
- Facilitates patient flow and communicates delays with patients and clinical staff.
- Maintains professional composure and communication while checking patient in and out, collecting and entering demographic and insurance information, verifying insurance, collecting payment, and scanning documents as needed.
- Navigates and schedules patients according to HA and client policies and procedures.
- Attends meetings as directed by supervisor.
- Promptly and professionally answers telephone calls. Routes calls appropriately, offering voice mail, paging, or redirection of calls as needed.
- Phones or pages employees to meet visitors and directs visitors to appropriate waiting areas.
- Explains financial requirements to the patients or responsible parties and collects copays as required.
- Keeps the reception and patient waiting areas clean and organized.
- Monitors office supplies and inventory needs, communicating needs to the Lead.
- Performs other duties as assigned.
- Maintains strict confidentiality.

### **Requirements**

#### **Knowledge, Skills, and Abilities**

- Knowledge of medical terminology and organizational services.
- Knowledge of staff responsibilities to accurately direct callers.
- Knowledge of administrative processes, procedures, claims processing, and preparing patient charts.
- Knowledge of basic math and modern office procedures.
- Knowledge of grammar, spelling, and punctuation to communicate in written format.
- Skill in clear, professional, effective written and verbal communication.
- Skill in organization and attention to detail.

# **The Hughes Alan Group INC**

- Skill in time management
- Ability to use multi-line phone system, including transferring calls and paging.
- Ability to exercise a high degree of diplomacy and tact while multi-tasking, organizing and scheduling patients.
- Ability to use spreadsheets and word processing software.
- Ability to type a minimum of 45 WPM and operate a 10 key calculator by touch.
- Ability to work effectively as a team member with physicians and other staff.
- Ability to flexibly respond to changing demands.
- Ability to work well under pressure with minimal supervision.
- Ability to prevent, calm, and/or defuse patient situations working with them to identify and resolve concerns.
- Ability to competently use Microsoft Office, including Word, PowerPoint, Excel, and appropriate practice management software.

## **Education**

High school diploma, GED or equivalent, required

## **Experience**

One year of experience in customer service or reception, preferably in a medical office setting.

## **Education/Certification/Licensing Requirements**

CPR Certification, current

## **Typical Schedule**

Monday – Friday 8am – 5pm. Occasional nights and/or weekend rotations depending on client needs. Reception staff are expected to arrive 10 minutes prior to their scheduled shift in order to open the clinic and be prepared to receive the first patient. There will be a designated reception staff member assigned to stay until the last patient has been seen or released by management for the day.

## **Work Environment**

Normal medical office environment with exposure to communicable diseases and other related conditions. Well-lit medical office reception area. Work requires hand dexterity for office machine operation, stooping and bending to files and supplies, mobility to complete errands, or sitting for extended periods of time. Occasionally lifting weighing up to 25 pounds. Work may be stressful due to busy office setting.