

JOB DESCRIPTION

Job Title: Front Office

Reports to: Office Administrator

Position Summary:

Planning and coordinating the daily activities of the front office staff ensuring proper coverage always. Ensure compliance with HIPAA/OSHA standards. Identify problems and make recommendations for resolutions. Exhibit values of integrity and compassion.

Typical Physical Demands of Job Duties:

% of Time	Job Functions
50%	Sitting for long periods
20%	Standing
10%	Stooping
10%	Bending
10%	Stretching

Manual and finger dexterity. Must be able to lift 30 pounds.
Correctable hearing and vision within normal limits.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Working Conditions:

Room temperature varies, well light work area, and work closely with co-workers.

The work environment characteristics described here are representative of those employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sometimes busy, hectic, noisy or stressful with interruptions.
Involves frequent telephone contact with patients.
Interactions with others are constant and may be interruptive.

Duties and Responsibilities:

This list may not include all the duties assigned and may be updated intermittently to accommodate miscellaneous duties as assigned.

Reception/Phones/Medical Records/Appointment Scheduling

- Recognize and register patients.
- Verify current informational status.
- Collect co-pays and account balances.
- Work account receivable report, make calls as required.
- Work credit balance report, as needed.
- Back up for medical records, filing, posting.
- Check all insurance for accuracy, make necessary phone calls.
- Place charts up for back office.
- Direct all calls to appropriate parties.
- Check answering service for messages, distribute accordingly.
- Answer all triage calls by taking message/or referring to the back office.
- Confirm next day appointments.
- Inform proper parties of all incoming fax messages.
- Pull and prepare charts for the next day.
- Schedule appointments for both offices, accurately and efficiently.
- Maintains accurate control of medical chart dispensing, follow-up.
- Find charts for doctors, lab and biopsy results.
- Preparation of new patient charts.
- File all medical charts.
- Back up for other positions in the front office.
- Pull medical records for refills of prescriptions.
- Pull medical records release request.
- Send out follow-up reminder notices.
- Sending of patient statements.
- Review account to be assigned to collection.
- Knowledge of services rendered.
- Knowledge of products sold and their uses.
- Knowledge of opening and closing of the office.
- Position covered at all times.
- Notify front office supervisor of supplies to be ordered.
- Knowledge of medical terminology.
- Explain office policies to patients as needed.
- Maintain a clean or orderly reception/waiting room and work area.

- Post over the counter payments and process bankcards.
- Reconcile daily activity report, balance day sheet.
- Process patient authorizations for treatment and consultations.
- Repair/replace torn charts.
- Shred patient information to comply with HIPAA regulations.
- Follow HIPAA regulations.
- Follow OSHA rules and regulations.
- Follow Compliance rules and regulation against fraud and abuse.
- Product Sales.
- Train new staff.
- Maintain front office quality assurance.
- Coordinate repair and replacement of office equipment.
- Order office supplies.
- Serve as a role model for customer service and mentor support staff.
- Inform administrator of operational problems.
- Handle a variety of matters including managed care, insurance, collections, operational and customer service issues.
- Maintain strictest confidentiality.
- Ensure the patients are treated courteously by office staff.
- Physician schedule.
- Front office schedule.

Qualifications:

1. Leadership qualities
2. Demonstrated ability to work independently and as a team player.
3. Tactfulness.
4. Demonstrate willingness to adapt to change.
5. Pleasant phone manner and voice.
6. Must be a self-starter and dependable.
7. Able to prioritize workload while remaining flexible.
8. Confident positive manner and appearance.
9. Customer service experience.
10. High school diploma or equivalent.
11. Word processing, data entry, 10-key, telephone and computer experience

Skills:

1. Able to speak/write English clearly and make self understood.
2. Good verbal and written communication skills.
3. Correct grammar, spelling skills, and legible writing.
4. Skills in answering the telephone in a pleasant and helpful manner and using a multi-line phone system.
5. Able to read, understand, and follow oral and written instructions.
6. 10-key by sight, add, subtract, multiply and divide.
7. Demonstrate compassion and caring in dealing with others.
8. Tactfulness/soft spoken.
9. Demonstrate willing to adapt to change.
10. Be able to prioritize workload while remaining flexible.
11. Confident positive manner and appearance.
12. Type at 40 wpm.
13. Operate a telephone system.
14. Correctable vision and hearing within normal range.
15. Knowledge of HIPAA, COMPLIANCE, OSHA.