



Job Description – Front Office

Job Title: Front Office
Department: Varies
Supervisor: Varies
FLSA Status: Non-Exempt
Prepared By: OT
Prepared Date: 8/1/16
Approved By: JG
Approved Date:

Summary

The front office check-in and check-out employee will greet patients with a warm smile and pleasant voice and performs a variety of clerical functions for the medical office.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Responsible for verifying/updating patient information with no errors, confirming accuracy of all registration data and paperwork on file, communicating with Billing office regarding appropriate insurance changes and notifying nursing staff of patient's arrival.
- Assists with phone coverage and overflow, schedule/reschedule appointments, take messages, and monitor lobby and doorways for patient activity and maintain the patient waiting area so it is clean and comfortable for patients.
- Performs check-out duties while working at check-in position as patient flow dictates.
- Schedules follow up appointments, pull/post/verify charges and collect co-pays, deductibles and balances as noted in account, run/verify end of day reports and balance cash drawer.
- Assists with answering phones and phone call overflow as needed.
- Performs check-in duties while working check-out as needed and must be flexible, may work late hours as needed or schedule may change.
- Checks lobby for patients to minimize wait time.
- Ensures Drawer balances at day's end.
- Collects all co-pays, deductibles.
- Provides and exemplary patient experience.
- Demonstrates proficiency and accuracy in all appropriate Athena workflow processes.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

Compassion - The responsibility to put a patient's or person's interests first, including the duty not to harm, deliver proper care, and maintain confidentiality.

Compliance - Employee has satisfactory completed employers required compliance training.

Employee is able to demonstrate an understanding of employers Code of Conduct.

Dependability - Meets commitments, deliverables, deadlines, work independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements.

Dependability – Follows through on assignments; promptness in completing tasks.

Energy - Consistently maintaining a high activity or productivity level; sustaining long work hours.

Humility/ Respect - Being courteously respectful of others. Awareness of oneself in relation to others, having a clear perspective and respect for one's place in context and of others.

Initiative - Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive. Practices self-development.

Integrity - Maintaining and promoting social, ethical, and organizational norms is conducting internal and external business activities.

Keyboarding Skills - The ability to operate a typewriter or word processor at the required speed and with accuracy.

Patient Service Orientation - Proactively developing patient/customer relations by making efforts to listen and understand the customer and their needs (both internal and external); anticipating and providing solutions to customer needs; giving high priority to patient/customer satisfaction. Ensures appropriate follow up and is their advocate in determining solutions. The employee uses a variety of communication techniques to effectively express thoughts and ideas and to understand or influence.

Practical Learning - Assimilating and applying, in a timely manner, new job-related information that may vary in complexity.

Quality Orientation/ Attention to detail - Is attentive to detail and accuracy, is committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems, owns/acts on quality problems.

Results Driven& Execution - Accountable for meeting or exceeding individual and/or department goals and objectives. Committed to producing results that will achieve company objectives. Sets priorities and organizes time to meet or exceed goals, follows up, and takes personal responsibility for results whether they are positive or negative.

Team work/ Collaboration - Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organizational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team. Listens to others and values opinions.

Technological /Professional knowledge - Having achieved a satisfactory level of technical and professional skills/knowledge in job-related areas; keeping abreast of current developments and trends in area of expertise.

Communication - Expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience. Good listening skills.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, knowledge of Athena Database software preferred; basic computer knowledge, preferred EHR experience.

Certificates, Licenses, Registrations

N/A

Physical Demands

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 functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and talk or hear. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

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

The noise level in the work environment is usually moderate depending on the business activity of the office.

Receipt and Acknowledgement

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.
- I have read and understand this job description.

Print Employee Name: _____

Employee Signature: _____

Date: _____