



**POSITION:** Check-In & Check- Out Receptionist

**DEPARTMENT:** Patient Services

**REPORTS TO:** Patient Services Manager

**JOB SUMMARY:** THIS POSITION IS RESPONSIBLE FOR PATIENT CHECK-IN AND CHECK-OUT, AS WELL AS TREATING ALL PATIENTS IN A PROFESSIONAL AND COURTEOUS MANNER. REVIEW PATIENT DEMOGRAPHICS TO VERIFY NECESSARY INFORMATION, PAPERWORK AND SIGNATURES HAVE BEEN OBTAINED. ENSURE THE PATIENT FEELS WELCOME TO THE PRACTICE AND CONTINUES TO RETURN IN ORDER TO RECEIVE TOP QUALITY HEALTH CARE TREATMENT.

**EDUCATION AND EXPERIENCE:**

1. High school diploma or equivalent.
2. Experience in medical practice helpful.
3. Nextgen experience preferred.

**ESSENTIAL SKILLS AND ABILITIES:**

1. Excellent customer service and communication skills.
2. Ability to work as a team member.
3. Manage multiple tasks simultaneously.
4. Highly motivated and organized.
5. Empathetic with patients' needs and concerns.
6. Excel under pressure.
7. Attention to detail.
8. Treat patients and co-workers with respect.
9. Maintains patient confidentiality at all times.

**RESPONSIBILITIES:**

- 1) **Patient Check-In/ Check-Out**
  - a. Greet everyone in a pleasant and professional manner.
  - b. Responsible for patient check-in and check-out within Nextgen

- c. Evaluate chart demographics to verify all information has been received, updated or completed, and signatures obtained.
- d. Scan patient's insurance and driver's license cards
- e. Ensure that proper authorization or referral is collected from the patient.
- f. Assist patients in obtaining authorization or referrals that have not been received by the practice.
- g. Ensure alerts are appropriate and up to date in the chart
- h. Collect co-payments, self-balances and/ or other fees at the time of service
- i. Correctly input charge codes as required
- a. Schedule necessary follow up appointments with WE or comanaging physicians
- b. Arrange for specific appointment for referral, if necessary.
- c. Responsible for keeping check in area neat and clean.
- d. Perform other duties, as required.

## 2) **Communication**

- a) Effectively manage dynamic, potentially stressful patient encounters.
- b) Cooperates and communicates with all staff members and physicians about patient matters.
- c) Ensures that patient flow is maintained, and that communication about any extreme delays is communicated with staff.