

## **Front Desk Receptionist Bilingual (English/Spanish)**

- Process patient payments, and assumes responsibility for the accuracy of daily transactions. Check fee sheets to make sure all is billed correctly and that patients are seen received a fee sheet. Check demographics and make sure all information is entered into the system correctly. Relay information to all front desk personnel regarding changes/issues. Check RML bill for patients with insurance.
- Greet patients and assist as needed with sign-in documents; periodically check waiting area to ensure that all patients have been registered, they are being served in a timely manner, and patients with infectious diseases such as chicken pox or flu are given special accommodations of a mask or separate seating area.
- Schedule new and established patients using EMR (eClinical); notify patient if a past due balance exists; notify Front Desk Supervisor when a payment plan is requested/needed; assist patient with paperwork including sliding-scale application if appropriate.
- Keep patients/legal guardians informed of situations that affect the patient's clinic visit such as extended waiting times and seeing provider other than originally scheduled.
- Enter all required registration and insurance information on established and new patients into the EMR; verify at each visit that patient information is correct and active. Complete all reports and data entry as directed.
- Notify and confirm appointments with patients. Remind patients to bring all medications, Blood pressure/Blood Sugar logs, discharge records and any other relevant information to each appointment.
- Prepare hospital follow-up medical records and/or medical summary on established patients for nursing staff.
- Answer and direct phone calls; direct incoming faxes to the appropriate departments; direct walk-in visitor, vendor, or repair personnel to appropriate location while notifying the involved employee.
- Respond to e-mail, phone messages, and fax communications in a timely manner.

Job Type: Full-time