



Job Title:	Receptionist
Department/Group:	Clinical
Position Type:	Hourly non-exempt
JOB DESCRIPTION	

Dermatology Solutions Group, LLC (“DSG”) provides professional management services to **Southeastern Dermatology Group, P.A.** (“SEDG”), a medical practice headquartered in Panama City, Florida with locations throughout the Southeast. SEDG has a professional team of physicians who are trained in the medical and surgical sub-specialty of dermatology.

PURPOSE:

The Receptionist serves patients and visitors by answering phones, assisting patients with registration and intake, and scheduling appointments. This position reports to the Office Administrator.

SERVICE ORIENTATION:

This position is patient focused with the objective of ensuring positive patient experiences and outcomes.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Welcomes patients and visitors by greeting them in person or on the telephone, answering or referring inquiries.
- Notes patient arrival in Practice Management System (eClinical Works).
- Identifies patients by date of birth and name in computer system and creates new account if patient is not in the system.
- Prepares Encounter Forms prior to patient’s appointment.
- Calls “No Show” appointments to reschedule, makes appropriate notations in Practice Management System.
- Optimizes patient satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone and comforts patients by anticipating their anxieties and answering their questions.
- Helps patients in distress by responding to emergencies.
- Reviews Practice Management System (eClinical Works) for information that needs to be updated. Works with patients to obtain updated information and accurately enters information in Practice Management System (eClinical Works) using proper English grammar, spelling, and syntax.

- Identifies payer sources, verifies insurance eligibility, financial status and assigns correct payer type. Verifies if prior authorization from insurance is required; notifies Billing Department, if required.
- Responsible for keeping the reception area clean and organized.
- Obtains revenue by recording and updating financial information; recording and collecting patient copays and/or balances at check in/out.
- Maintains business office inventory and equipment by checking stock to determine inventory levels; anticipates supplies needed; places orders for supplies, verifies receipt of supplies; and monitors office equipment.
- Will cross-train and work in the call center as needed.
- Protects patients' rights by maintaining confidentiality of personal and financial information.
- Maintains operations by following policies and procedures, and reports changes as needed.
- Contributes to team effort by accomplishing related results, as needed.
- Routinely demonstrates superior customer service skills.
- Answers the telephone in a timely and polite manner.
- Communicates with customers in a courteous, professional, cooperative and mature manner.
- Effectively uses EMR system to document patient records using proper English grammar, spelling, and syntax.
- Must be highly professional in appearance, tone and delivery and an effective communicator.
- Dedicated to follow-thru and results.
- Knowledge of dermatology practice preferable.
- Must be an exceptional listener, with the proven ability to problem-solve issues discussed.
- The ability to work independently and in a group setting, high integrity, reasonable and thoughtful judgment, a sense of urgency and analytical and intuitive skills.
- Ability to deal diplomatically with complaints and function well under pressure.
- Have high levels of critical thinking skills, negotiation skills, and the ability to interact with a broad spectrum of individuals.
- Maintains strict confidentiality.
- Performs other related duties as assigned.

EDUCATION AND/OR EXPERIENCE REQUIREMENTS:

- High school graduate or GED.
- One year medical experience working in a physician's office, or equivalent combination of training and experience preferred.

QUALIFICATIONS:

- Must be able to tolerate sitting and working at a desk for 8 hours per day.
- Proficiency in the operation of a computer keyboard (30 WPM minimum) and ability to work effectively with Microsoft Office Products.

- Must have full range of body motion with the ability to push, pull, reach, bend, stand, stoop, stretch, lift, and carry up to 20 pounds.
- Have the hand-eye coordination and manual dexterity needed to operate a keyboard, photocopier, telephone, calculator and medical equipment.
- Have a normal range of hearing and eyesight to record, prepare and communicate appropriate reports; specific vision requirements: close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus.
- Must have a valid driver's license and good driving record.

ADDITIONAL NOTES:

- Work at other jobs or office locations, as required.
- Occasional travel may be required.

WORK ENVIRONMENT:

The work of this position is performed in an environmentally controlled office environment. The position requires the ability to work under pressure and with a diverse population, including staff, physicians, clients, patients, insurance companies and other members of the public on a regular basis. The position may cause frequent exposure to communicable diseases, bodily fluids, toxic substances, radiation, medicinal preparations and other conditions common to a clinical environment.

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.