

Comprehensive EAR & HEARING of Grand Haven



JOB DESCRIPTION **MEDICAL RECEPTIONIST**

POSITION SUMMARY:

The receptionist is responsible for greeting patients, answering the phones, scheduling appointments, completing administrative processing and recordkeeping. The receptionist will be able to answer questions regarding advertising promotions, screen patients to determine what services will meet their needs and demonstrate excellent customer service. The position supports the mission of the practice by demonstrating excellent patient care and incorporating telemarketing and patient retention calls as needed.

PRIMARY JOB FUNCTIONS:

Admin/Front Office

- Opens the office and ensures the front office is in order, as needed
- Retrieves phone messages and prioritizes return phone calls
- Greets and assists/directs patients who come to the practice
- Answers incoming calls and guides patients to the appropriate service
- Distributes and obtains appropriate forms, including new patient information, insurance information, and HIPAA information for all patients
- Schedules all appointments as directed- Inbound/Outbound calling
- Prepares pulls and files client charts on a daily basis
- Confirm the next day appointments
- Tracks referral source for all patients
- Ensures the beverage area is stocked and clean
- Keep inventory of retail/office supplies

Accounting Functions

- Collects and records payments
- Posts charges, returns, and exchanges in the accounting system
- Prepares invoices and prints HCFA forms
- Submits appropriate information to the insurance carriers, and requests third party prior authorization as needed
- Calls to insurance, and other agencies to facilitate authorizations and benefit verification

- May be required to assist with contacting patients who have accounts that are 60 days overdue

Product Knowledge

- Performs minor hearing aid repairs as allowed by state law such as battery door or receiver checks
- Performs hearing aid checks and cleaning, as allowed by state law

Miscellaneous Duties

- Prepares marketing material as needed
- Maintains an attractive and welcoming office environment
- Completes all filing
- Prepares daily transaction log
- Establishes and maintains good public relations
- Performs all other miscellaneous duties as assigned
- Practices good safety and infection control protocols
- Exercises confidentiality as it relates to all business and patient information

JOB SKILLS, KNOWLEDGE AND ABILITIES:

- Must be a high school graduate. Prefer an Associate's degree in administrative, accounting, sales or patient oriented field or equivalent work experience
- Excellent interpersonal skills that allow effective working relationships with a diverse patient, colleague, and vendor population. This includes listening, sales, and problem-solving skills
- Must be able to organize time and prioritize numerous duties within strict deadlines
- Requires the ability to deal with numerous interruptions
- Must engage with patients in a caring and respectful manner
- Must be detail oriented
- Must be able to travel outside the state for professional development opportunities as required by the practice
- Must be available to work 30-35 hours per week

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently requires sitting, using hands, reaching and twisting
- Occasional lifting of up to 20 pounds with or without assistance
- Standing and walking throughout the day
- The work environment is generally quiet, with moderate noise from phones and other business office machines.

Pay and Benefit Information:

Competitive hourly wage (30-35 hours per week) based education and experience, PTO, & Priority Health Insurance.

To apply: Please send resume and cover letter to vbenes@comprehensiveearandhearing.com.