

# ***Advanced Physical Therapy Center***

## **Job Description**

**Job Title:** Front Desk Receptionist  
**Reports To:** Front Desk Supervisor/Clinic Director  
**FLSA Status:** Hourly  
**EEO Job Category:** 05  
**Prepared By:** V.P. Operations  
**Date Revised:** December 2012

### **SUMMARY**

To facilitate the timely treatment of patients by maintaining an organized schedule book, ensuring a smooth flow of patients through the clinic. Carry out duties and maintain relationships with patients that lead to the highest possible percentage of prescribed treatment received. Maximize co-pay dollars collected for services rendered and ensure a pleasant experience for all patrons of the clinic.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Answer clinic main line and handle requests accordingly. In the case of a prospective new patient call, gather all necessary information needed, locate an open evaluation slot, schedule and confirm appointment time with patient.
- Request and gather all co-pay payments due.
- Coordinate with patient representative to monitor current patients' scheduled appointments, ensuring that they are scheduled in accordance with the prescribed treatment from the physician.
- Encourage patient compliance with prescribed treatment.
- Welcome visitors and represent the clinic to visitors and patients while exercising discretion in obtaining and providing factual and confidential information.
- Maintain all required forms and keep up-to-date records and files.
- Organize, collect, compile, and prepare data and information for reports, records, etc. as directed, and maintain appropriate records.
- Prepare materials for outgoing mail, as directed.
- Perform a variety of related clerical duties and special projects as assigned.
- Other duties as assigned

### **EDUCATION/EXPERIENCE/LICENSURE**

- High school graduate or an equivalent combination of education and experience from which comparable knowledge and abilities can be acquired.
- 1 year secretarial experience in a high volume environment highly preferred

### **OTHER SKILLS AND ABILITIES**

- Must convey a bright and cheerful disposition at all times
- Must be able to build rapport, gain trust, and exercise due respect for patients, visitors, and co-workers.
- Must communicate effectively with patients to schedule appointments, collect payment, answer questions, etc.
- Discretion and integrity are required as the individual works regularly with protected health information. Must operate within company policies/procedures regarding compliance with HIPPA.
- Possess ability to show empathy and exercise persuasion towards patients in order to ensure they complete their prescribed treatment
- Must demonstrate basic competency in computer navigation including programs such as Microsoft Word and Excel.

**SUPERVISORY RESPONSIBILITIES (If applicable)**

Not Applicable

**REPORTING RELATIONSHIPS**

For patient relations issues individual reports to patient representative, front desk supervisor or clinic director. For matters of clinic operation individual reports directly to the Clinic Director.

**TYPICAL PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to sit for long periods of time up to 10 hours while working at computer. The employee is also required to stand, walk, talk, and hear. The employee is occasionally required to reach with hands and arms; stoop, kneel, crouch, or crawl.

**TYPICAL MENTAL DEMANDS**

Must have ability to handle difficult conversations with poise and confidence and fulfill unexpected demands. Must have the mental aptitude to handle high call volumes while dealing with people in the office.

**WORKING CONDITIONS**

Work inside under normal room temperatures; in adequate light; in a well ventilated, clean area. Work around others with low to moderate noise due to normal conversation with patients and co-workers. Occasional exposure to strong fragrances from patients. Periods of high traffic may occur. No unusual hazards or risks.

**COMMENTS**

Must be able to work flexible hours and take on additional responsibilities when asked. Must adhere to company policies regarding strict confidentiality

*The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Any qualifications to be considered an equivalent in lieu of stated minimums require prior approval of the Director of Human Resources.*

Signature \_\_\_\_\_ Date \_\_\_\_\_

Copy to: Employee

File

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Executive Approval: \_\_\_\_\_ (Date) \_\_\_\_\_

Print Name: \_\_\_\_\_