



Preventive Medicine, PC

Position: Front Desk Receptionist

Reports to: Front Desk Supervisor

JOB DESCRIPTION: The front desk receptionist at Preventive Medicine, PC is required to uphold the highest moral and ethical standards. Respect each patient equally with no discrimination, provide quality care, and perform only the services as stated in the employee training guide and handbook limitations of skills.

BASIC FUNCTIONS:

- Arrives to work on time, prepared, properly dressed and with a positive attitude
- Assures the highest level of customer service (5 star) to each patient, co-worker, and vendor
- Ability to schedule patients and keep the schedule full
- Ability to actively develop a referral base with the existing patients
- Ability to understand and communicate insurance information to patients
- Maintains open communications with each patient and co-workers
- Maintains a clean and organized work area
- Uphold patient confidentiality to HIPPA standards
- Displays adequate training and discipline in the practice of the front desk
- Communicates with patients, staff and doctors in a proper and knowledgeable manner
- Provides quality care for patients using a professional and positive attitude
- Guarantees that the patient receives care as ordered by the doctor

ADDITIONAL FUNCTION:

- Participates in office cleaning and maintenance duties.
- Participates in company training and business meetings.
- Obtains the needed training and assists in other administrative duties as needed.
- Actively able to retain a patient base and develops a referral-based practice.
- Obtains referrals from patients for other services.

PHYSICAL/MENTAL/ENVIRONMENTAL REQUIREMENTS:

- Commitment to continuous customer service improvement.
- Ability to calmly deal with upset patients and customers.

DEMONSTRATED TECHNICAL SKILLS REQUIRED:

- Ability to perform basic computer functions.

EDUCATION AND EXPERIENCE REQUIREMENTS OR EQUIVALENCIES:

- High School Diploma