



POSITION DESCRIPTION

MEDICAL RECEPTIONIST/SCHEDULER

POSITION PURPOSE: This position exists to ensure efficient patient flow and excellent customer service; to provide clients with needed information regarding appointments and services.

REPORTS TO: Medical Clinic Manager but works closely with front office lead

QUALIFICATIONS: Training as a medical assistant or receptionist and experience in scheduling medical appointments. Excellent customer service skills and experience in working with persons of diverse cultures and socio-economic status. Ability to work in a fast-paced environment and manage multiple tasks without feeling overwhelmed. Good computer skills.

Proficiency in a second language (preferably Spanish) is a plus.

POSITION LOCATION: Southside Community Health Services' Medical Clinic

SALARY CLASSIFICATION: Non-exempt

PRINCIPAL RESPONSIBILITIES:

1. Answer the telephone during clinic hours; provide information or take messages as appropriate.
2. Schedule and confirm medical appointments; assure patient flow is moving at required pace. Able to identify patient needs to ensure appropriate scheduling of appointments.
3. Greet patients and update registration information at time of visit; assist new patients when necessary in completing registration forms.

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4. Collect payments for services rendered at time of visit or when patients present to the clinic to make a payment on their account.
5. Verify insurance information prior to visit and upon patient registration/check-in. Identify opportunities when a patient may benefit from meeting with enabling services (Patient Advocate, Care Coordinator, Nurse, etc.).
6. Serve and participate as requested in staff meetings and other process development opportunities within the organization.
7. Ensure that front office area is kept clean and orderly and patient supplies are stocked and lobby maintained.
8. Contact patients from registries and recall lists for follow up in the clinic.
9. Other duties as reasonably assigned.

This description is intended to provide basic guidelines. Responsibilities, knowledge, skills, abilities and working conditions may change as the need evolves.

I have received a copy of this job description.		
Employee Signature	Date	Employee Name