



Retina Consultants of South Carolina

Front Desk Receptionist Job Description

Position Summary:

The medical office receptionist helps patients, doctors, office employees, and others. This employee helps the clinics run smoothly by scheduling appointments, greeting and checking in patients, answering phones, maintaining accounts and records, and other tasks as needed. From the moment the patient walks through our door or calls, they should feel like part of the family. Whether in person or over the phone, you are typically the first face or voice our patients will see or hear. Your role in this process is instrumental to the functions of the office. We have eleven office locations in the Lowcountry and while your most regular location will be the Charleston area, some travel may be required.

Medical Office Receptionist Job Responsibilities and Duties

- Helps prepare patient charts for clinic including insurance checks, obtaining authorizations, verifying results are on file when required and confirming scheduling is appropriate for the clinic
- Creates a welcoming atmosphere by greeting visitors and patients to the clinic
- Checks in and checks out patients in a timely, friendly manner
- Manages a multiline telephone system efficiently and politely, minimizing hold time
- Schedules testing and procedures for patients as necessary
- Comforts patients by answering any questions they may have within the scope of their role
- Expedites patient processing by having them fill out forms and assisting when needed
- Obtains patient identification and insurance information and entering into electronic health record
- Maintains patient accounts by verifying insurance information and coordinating with relevant organizations for payment and referral requirements
- Keeps doctor, nurses, medical assistants, and any other related staff abreast of scheduling, patient details, and potential service delays
- Protects patients' right of confidentiality; it is mandatory to have familiarity with HIPAA
- Willing to train.

Job Requirements, Skills, and Qualifications:

- Medical office experience is preferred.
- Medical insurance experience is preferred.
- Phenomenal customer service skills.
- Pleasant phone demeanor with the ability to manage calls efficiently.
- Understanding of basic healthcare terminology.
- Ability to work well with others.
- Works well with elders
- Excellent Verbal and written communication skills.
- Must be able to multitask effectively; critical time management skills necessary.
- Demonstrated ability to interact with healthcare professionals, patients, and insurance companies alike with poise and proper etiquette.



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- Providing training to both new and experienced colleagues is mandatory.
- Computer skills required; working knowledge of Microsoft Office Suite mandatory and must type 30+wpm.

Details:

- Benefits: Paid Time Off + Holidays, Medical Insurance, Vision, Dental, 401K, Life Insurance
- Travel within 120 miles is required (company-provided transportation, day trips only), which can mean early mornings and long days.
- Schedule varies depending on assigned role and/or assigned physician
- Physical Demands and Abilities: Ability to stand and walk for long periods of time, ability to lift more than 30lbs