

## JOB DESCRIPTION

**JOB TITLE:** Receptionist  
**PAY GRADE:** 8  
**EXEMPTION STATUS:**      Exempt   X   Non-Exempt  
**REVISED DATE:** October 2016

**SUMMARY:** Under supervision of the Office Manager, Front Office Coordinator, or Office Coordinator, the Receptionist is responsible for representing the clinical office in a courteous and efficient manner by answering telephone calls, scheduling appointments, receiving and assisting patients. **Bilingual in Spanish strongly preferred.**

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Answer incoming calls, determine nature of calls and route to appropriate individual.
2. Schedule patient appointments and maintain proper scheduling information for individual physicians.
3. Receive, register, and check out patients in a courteous and friendly manner.
4. Receive payments and code encounter forms with proper payment distribution, as well as CPT and ICD10 codes.
5. Reconcile daily cash receipts; prepare and make bank deposits daily.
6. Responsible for data retrieval of patient information from the computer system for daily appointment and telephone calls.
7. Responsible for verification of current information such as address, insurance, etc.
8. Responsible for the input of departmental patient data into the computer system.
9. Record and maintain all patient names, account numbers, and chart numbers on a back-up card system in event of computer down time.
10. Pull patient charts for appointments and file and replace charts as necessary.
11. Assemble new patient charts as needed.
12. Purge old patient charts as needed.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. **Bilingual skills in Spanish highly preferred**

**EDUCATION AND/OR EXPERIENCE:** High school diploma or general education degree (GED) required with successful completion of an ICD-10 and CPT coding course recommended. One to two years healthcare experience preferred. Previous receptionist experience preferred.

**LANGUAGE SKILLS:** Ability to read, interpret, and comprehend simple instructions (whether written or verbal). Ability to compose simple correspondence and documentation. Ability to effectively present information and respond to questions in one-on-one and small group situations to patients, third parties, physicians, and other employees of the organization, whether in person or on the

telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and other routine mathematical functions.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and solve practical problems with an extensive variety of information that deals with several variables. Ability to apply common sense, good judgment, and problem solving skills in difficult situations.

**OTHER SKILLS AND ABILITIES:** Ability to establish and maintain an effective working relationship with faculty members, students, residents, staff, patients, and other third parties. Ability to operate computer, keyboard, and printer. Ability to operate phone system. Ability to concentrate on the situation at hand and listen effectively. Ability to organize tasks, work as a team member and/or independently. Knowledge of ICD-10 and CPT coding. Convey a professional and positive image and attitude.

**WORK ENVIRONMENT:** The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a medical office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Exposure to communicable disease, blood, body fluids, hazardous chemicals, radiation, and sharp instruments. Exposure to injury from patients and equipment.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit; use hands and fingers to handle or feel objects; reach with hands and arms; and talk or hear at normal ranges within the setting. The employee is occasionally required to bend, stoop, kneel, crouch, crawl, climb, and/or balance. The employee must occasionally lift, carry, and/or move up to 25 pounds.

Specific vision abilities required by this job include depth perception and the ability to adjust focus. Rapid mobility may also be required on occasions.

Stress level may be high due to frequently dealing with numerous patients, physicians, family members, and other healthcare providers. Demands concentration and the ability to work in emotionally charged situations.

**DISCLAIMER:** The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Physicians & Associates Policies and Procedures and

understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Physicians & Associates, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Physicians & Associates may terminate employment at any time, for any reason.

**By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Director

\_\_\_\_\_  
Date