

Receptionist

Cahaba Medical Care

Reports to: Office Manager

Purpose: To provide high quality reception and secretarial services to the patients, doctors and staff at CMC in a caring and supportive manner.

Responsibilities and Duties:

In accordance with policies & procedures:

- Answer the telephone in a courteous and professional manner within 3 rings
- Receive and convey messages in writing, verbally and electronically
- Assist patients and their families in a compassionate manner
- Make appointments following preset scheduling rules
- Fax documents
- Scan documents
- File documents
- Prepare documents for mail-out
- Open and distribute incoming mail
- Assist in routing telephone calls and messages to the appropriate staff
- Collect copayments at each patient encounter, and, if necessary, make bank deposits in accordance with financial policy
- Check and transcribe demographic information from the patient intake sheet to their electronic medical chart to ensure correct demographic information on each patient
- Is able to appropriately triage telephone calls from other health care facilities or from other nurses or physicians to the appropriate clinical staff in a timely manner
- Communicate with providers effectively about patient and scheduling conflicts (i.e. double booking, rescheduling, follow-ups with a different provider)
- Ensure that each patient has the correct forms to fill out prior to each patient encounter (demographics, medical record release, HIPAA, well child check forms, new patient intake forms, etc.)
- Ask patient for updated insurance information, verify insurance eligibility, and screen patients for sliding fee eligibility based on income and household size information
- Explain sliding fee application process to potentially eligible patients
- Perform any other duties assigned by a supervisor

Qualifications:

- Excellent communication and interpersonal skills
- Excellent ability to multitask
- Attention to detail
 - Due to the nature of the job, needs to take detailed messages that are forwarded to the right staff member that has all correct information about the person that call
 - Vitally important that all demographic data is entered into each pt's medical record correctly
- Flexibility
- Minimum of a high school diploma
- Prompt, regular attendance at the office

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