**West Cecil Health Center**

**Job Description**

**Medical Receptionist**

OVERVIEW: Greets all visitors and clients, directs to appropriate location, registers patients, collects fees, checks out patients, schedules appointments, processes telephone calls, and provides information in a courteous and helpful manner.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

1. Greets all persons and directs to appropriate location in a courteous, polite and helpful manner.
2. Provides efficient and professional telephone and FAX services, processing messages promptly.
3. Respects and maintains privacy and patient confidentiality at all times.
4. Registers patients according to WCHC protocol.
5. Determines the financial status of patients. Copies insurance cards and information. Collects any fees or deductibles needed.
6. Input encounters.
7. Confirm appointments.
8. Maintains and reports statistics as required.
9. Maintains office supplies needed for receptionist desk activities.
10. Provides assistance with WCHC official correspondence.
11. Maintains area in neat and orderly condition.
12. Participates in staff and educational meetings.
13. Performs other duties as assigned.

QUALIFICATIONS

1. High school diploma or equivalent.
2. Experience as a receptionist, preferably in a healthcare setting.
3. Warm outgoing personality.
4. Excellent telephone skills and etiquette.
5. Able to work well under pressure.
6. Able to work accurately and efficiently.
7. Must have computer knowledge, Microsoft Word and Excel.

PHYSICAL REQUIREMENTS

Hearing - adequate to perform job duties in person and over the telephone.

Speaking - must be able to communicate clearly in person and over the telephone.

Vision - Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.

Ambulatory – adequate to perform job duties including but not limited to answering phones, typing, transporting and filing charts.

# Acknowledgment

I have read and fully understand my job description. My supervisor has discussed the job description with me with regard to my job requirements and responsibilities.

Employee Name

Employee Signature Date

Supervisor Name

Supervisor Signature Date

11/8/13