MAVERICK COUNTY HOSPITAL DISTRICT
JOB POSTING

JOB TITLE: **FRONT OFFICE SPECIALIST**
DEPARTMENT: **PHYSICIAN SPECIALTY GROUP**
STATUS: **NON-EXEMPT**
REPORTS TO: **CLINICAL OPERATIONS DIRECTOR**

SUMMARY

Responsible for the overall function of the front office to include greeting patients; registering patients; making appointments; answering and routing phone calls; and other pertinent duties that pertain to front office responsibilities. Performs moderately complex work and works under general supervision with limited use of initiative and independent judgment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Greets patients both present and via telephone in a courteous and professional manner.
2. Obtains patient information and assists patients in filling out the required forms/documents.
3. Gathers patient data, collects and verifies insurance information and makes copies of needed documents for billing of services, in an efficient and prompt manner.
4. Assists medical assistants in making calls to patients for appointments, follow-ups, and/or cancellations.
5. Collects the required deposit or fee from the patient for services to be rendered as per established guidelines and procedures.
6. Creates, organizes and files patient's medical records.
7. Able to maintain strict confidentiality of patient information.
8. Ability to pay close attention to detail and work under time constraints.
9. Prepares patients' charts for processing to medical assistant.
10. Promptly and courteously answers a multi-line phone system, transfers calls as needed, checks voice mail, writes down detailed legible messages and trains other staff members to do so in case of his/her absence.
11. Assists with reconciling bills and checks.
12. Efficiently and promptly verifies patient benefits, collects co-pays and deductibles and advises patients of financial obligations as well as directs patients to proper personnel for financial assistance when required.
13. Accurately maintains an inventory of office supplies and advises supervisor when reordering needs to be done.
14. Maintains an adequate supply of forms and supplies at all times.
15. Accurately documents the receipt of money form customers and does a daily cash drawer balance.
16. Maintains waiting area and clinic in a presentable clean atmosphere.
17. Accurately keeps record of material removed, stamped material received and traces missing material.
18. Maintains a patient log and identifies any patient occurrences and complaints.
19. Maintains and updates a Doctor's Referral List for patient referrals.
20. Promptly makes copies, keeps record of and responds to incoming faxes and memos.
21. Ensures that patients and responsible parties have signed all required documents before they leave the clinic area.
22. Matches encounters to proper patient folders.
23. May be backup to Medical Records as needed
24. May perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This is a non-supervisory position.

QUALIFICATIONS

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

EDUCATION and/or EXPERIENCE: High school graduate or its equivalent. At least one year of experience in verification of insurances and scheduling. Must have experience in electronic medical records. This office position must be performed with competence efficiency, initiative and skill. Must have extensive knowledge of HIPAA and patient privacy.

KNOWLEDGE OF: Standard office practices and procedures; medical procedures and protocols; medical terminology; and health care industry and systems.

SKILL/ABILITY TO: Operate computers, including word processing and spreadsheet software; operate basic office equipment, including copy machine and fax machine; speak and understand both English and Spanish; communicate effectively, both orally and in writing; knowledge of proper grammar usage, spelling and punctuation; good typing skills; appreciation for confidentiality; and maintain effective working relationship with co-workers and the public.

CERTIFICATES, LICENSES, REGISTRATIONS: None

PHYSICAL DEMANDS

The physical demands described herein 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 sit; use hands to finger, handle, or feel; reach with hands and arms; bend and kneel; and talk and hear. The employee must frequently lift and/or move objects weighing more than 5 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is frequently loud and distracting. The employee is constantly required to perform tedious, exacting work; and to work closely with others as part of a team. The employee will be working with patients of all ages in the office setting. The employee is frequently required to perform multiple tasks simultaneously, and to counsel and assist individuals from a variety of ethnic and socioeconomic backgrounds.