

## **Surgery Center Receptionist**

### **Specific Job Duties and Responsibilities:**

- Must be able to work independently.
- Must be able to multi-task/handle distractions
- Computer savvy.
- Possess good inter communication skills.
- Acquire excellent organizational skills.
- Must be a problem solver with expert communication.
- Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone; answering or referring inquiries.
- Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Register patients according to established protocols
- Intake medical insurance information, ask for updated insurance information
- Scanning documents
- Ensure patient information is accurate including billing information
- Collect co-pays and payments
- Report statistics as required
- Obtain external medical reports as required by medical professionals
- Deal with incoming and outgoing post
- Complete other clerical duties as assigned
- Mail/email new patient registration forms/prep information
- Maintain stock of forms and office supplies
- Ensure reception area and waiting room is well maintained, neat and clean
- Safeguard patient privacy and confidentiality
- Will fill in as receptionist in other locations if necessary (Edina, Chaska Clinic)