

FRONT OFFICE COORDINATOR



JOB SUMMARY

The Front Office Coordinator oversees the administrative duties of the facility. They are responsible for moving the patients through the intake and checkout process. Front Office Coordinators must ensure that all procedures, from pulling the correct patient files to charting insurance information, are closely followed so that the medical team can concentrate on the well-being of the patients. Front Office Coordinators must interact smoothly with back office personnel and helps out in back office area, if needed, as well.

Specific Front Office Coordinator Job Duties:

- Greet patients and visitors in a courteous and friendly manner.
- Screen calls, arranges appointments and referrals.
- Prepares new records, files, and maintains records.
- Type correspondence, reports, memos, and forms as requested by physicians and/or administration.
- Some transcription of medical notes.
- Take bank deposits to bank
- Prepare billing packets of each day for billing department
- Perform insurance verifications
- Take clear and concise phone messages
- Schedule and confirm appointments daily
- Collect co-pays, deductibles and inquire on previous balances
- Prepare charts for the next day
- Maintain order and file charts
- Create new patient packets and charts
- Maintain inventory and submit front office supply order to administration.
- Keep front area neat and tidy at all times
- Copy medical information as requested following proper procedures
- Distribute mail and handle routine correspondence
- Distribute incoming reports and correspondence and files in patient charts or presents to professional staff
- Cross train to perform back office duties when needed

Skills/Qualifications:

Office Supply Management, Verbal Communication, Infection Control, Creating a Safe and Effective Environment, Organization, Scheduling, Professionalism, Customer Focus, Confidentiality, Bedside Manner, Medical Teamwork

- H.S. Graduate (Bachelor's preferred)
- Previous medical office experience preferred with some managerial background
- Customer Services skills/experience
- Ability to comprehend established office routines and policies (See manual)

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- Ability to keep financial records and perform mathematical tasks
- Knowledge of medical terminology
- Understand HIPPA and OSHA regulations and privacy practices
- Good organizational skills and multi-tasked abilities
- Computer skills
- Must be able to learn quickly from oral and written instructions
- Must be dependable
- Type no less than 30 WPM
- Must be a Notary or able to obtain Notary within 90 days of hire date

Personal Qualities:

- Able to work well under pressure.
- Ability to communicate well with people in personal contacts and on the phone.
- Can be trusted with confidential information.
- Can effectively act as a liaison between patients and physicians.
- Must have a neat and friendly appearance.
- Ability to communicate and get along with co-workers

Other Duties:

- Any other duties relating to the business operation of the medical practice that may be assigned by the physician or office manager.
- Daily supervisor of all employees and other staff rotating through the office.
- Training of all new employees in regards to daily office operations.
- Assist in job interviews and evaluation of prospective employees including final recommendation on hiring to practice administration, if requested.
- Assist in annual evaluation of employee performance including recommendations to practice administration, if requested.
- Other duties as determined by needs of the medical director.

Supervisory Relationship:

Reports to Administration, Physicians, and Company Owner