JOB DESCRIPTION
Receptionist / Transcriptionist / Laundress

Job Title: Receptionist / Laundress / Transcriptionist
Reports to: Office Manager
Prepared Date: February 1, 2013
Approved By: Stuart Leerssen, Physical Therapist / Owner / Director

Summary: Provides support with the daily activities of a medical office including filing, telephone coverage, appointment scheduling, registration, insurance verification, and patient referrals by performing the following duties:

Essential Duties and Responsibilities:

- Answers telephone – makes appointments and coordinates patient scheduling. Routes calls to appropriate person.
- Assist billing department with obtaining necessary information to process client billing.
- Assists in handling all necessary information on new admissions to the facility. Verifies insurance benefits for new patients prior to initial appointment.
- Assists in proper maintenance, preparation, and retention of patient records.
- Corresponds with responsible parties and patients when necessary.
- Ensure positive public relations when dealing with patients, referral sources, payors, and fellow employees.
- Attends departmental meetings.
- Assists Director/Office Manager in coordinating the daily operations of the facility.
- Opens mail and logs checks received.
- Logs correspondence.
- Cleans physical therapy equipment at the end of each day or as needed.
- Laundry as needed.
- Light cleaning and vacuuming daily.
- Cleaning the hydrocollator monthly.
- Responsible for having facility keys to open and close the office as needed to complete work.
- Operate their own motor vehicle to run errands to the bank, post office, or other requested businesses. Employee may be reimbursed business miles as per the official federal allowance for business miles after logging their mileage.
- Handling cash, checks, and credit cards in the course of receiving payments from patients, insurance companies, and any other company that we might do business.
- Ability to keep accurate records / logs.
- Accurate transcription of all written and dictated progress notes and correspondence. Proof reading of all work to assure accuracy.
- **Other duties may be assigned.**

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

Education: High school graduate; two-year medical secretary degree. CPR training may be required but will be paid for by the facility.

Other Qualifications: Must have a valid driver's license with no criminal record. Must have excellent data entry/typing skills. Familiarity with medical terminology required. Must be efficient in keeping up with work demands and able to multi-task and handle interruptions. Adaptability, capability, communication, interpersonal skills, cooperation, initiative, organization, job knowledge, quality of work, and reliability. Excellent spelling abilities and penmanship.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to patients, customers, and other employees of the organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Accurate typing of all written and dictated progress notes and correspondence. Ability to type a minimum of 60 words per minute.

Proficient in Excel and Microsoft Word.

Ability to learn Raintree software, which is a demographic, appointment, and billing software. Training to be done by physical therapy office.

Physical Demands: The physical demands described here 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 talk or hear. The employee is frequently required to sit and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

Work Environments: The work environment characteristics described here 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 usually moderate.

Work Hours: Able to work 40 regular hours of 8 to 5 Monday through Friday and be able to work overtime each day, <u>as needed</u>, (sometimes into the lunch hour of 12 p.m. to 1 p.m.) and most of the time until 5:15 or 5:30 p.m. to clean. Must be able to come in early or stay late as needed by the facility, generally ½ hour extra/day as needed.

Dress is semi-casual (casual or dress slacks). (Casual Friday includes acceptable jeans.) Sometimes we are working on the floor, so dresses are not suitable.

HIPAA Privacy Laws will be followed with regards to confidentiality of both the patients and the business practice.