

**Tulsa OB-GYN Associates, Inc**  
**Job Description**

<b>JOB TITLE:</b> Front Office Personnel	<b>FUNCTIONAL AREA:</b> Front Office	<b>LOCATION:</b> 7 <sup>th</sup> & 8 <sup>th</sup> Floors
<b>STATUS:</b> Full Time	<b>ACCESS TO PHI:</b> Yes	<b>DATE:</b> 07/22/2014
<b>REPORTS TO:</b> Front Office Supervisor		
<b>FUNCTION/PURPOSE</b> <p>This position is the initial point of interaction with our patients, either personally or by telephone. The front personnel will receive the patient in a friendly manner and provide or direct them to the appropriate services required within the organization. Scheduling appointments, assisting the patient with a preliminary assessment of payment and working with others in a team environment are necessary.</p>		
<b>ESSENTIAL DUTIES &amp; RESPONSIBILITIES</b> <ul style="list-style-type: none"> <li>• Greet visitors and patients in a timely and friendly manner</li> <li>• Maintain privacy of patients: assure patient confidentiality at all times</li> <li>• Create new patient charts</li> <li>• Assist patients with completion of pre-registration forms</li> <li>• Verify eligibility of patients' health care insurance</li> <li>• Inform patients of costs of care being provided</li> <li>• Collect fees according to office policies</li> <li>• Prepare and balance daily financial registers and submit all forms and fees to the business department</li> <li>• Assist patients with completion of medical record requests and FMLA paperwork</li> <li>• Schedule patients for procedures, medical examinations, and consultations</li> <li>• Relay information to patients regarding preparation for laboratory tests and examinations</li> <li>• Answer telephone and relay messages</li> <li>• Maintain doctor schedules/templates</li> <li>• Accurately type routine correspondence and reports using personal computer</li> <li>• Communicate necessary information with office personnel regarding patients</li> <li>• Pick up and deliver materials as required for front office responsibilities</li> <li>• Maintain forms and office supplies required for front office operations</li> <li>• Secure the building at the close of each working day; turn off lights and machines, and lock all entrances</li> <li>• Assure the readiness of the reception area for each working day; open the building at the designated time and have all front office activities fully operational at the start of business hours</li> <li>• Train new front office employees</li> <li>• Other duties may be assigned</li> </ul> <p><i>The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.</i></p>		

**MINIMUM REQUIREMENTS/QUALIFICATIONS**

- General office experience
- Medical background
- Motivated, focused and self-disciplined-able to recognize areas that need assistance and takes initiative to improve or assist even in difficult or challenging situations
- Computer-working knowledge of Windows, Microsoft Office and Outlook

**PREFERRED REQUIREMENTS/QUALIFICATIONS**

- 1+ years experience in a similar front office
- Medical Assistant background
- Computer-working knowledge of practice management software
- Bi-lingual in Spanish

**KNOWLEDGE, SKILL & ABILITIES**

- Adaptability/Flexibility- adjusts to change while maintaining focus, energy and drive. Responds effectively to new information and situations for the mutual benefit of the team, organization and patient.
- Problem Solving-effectively decipher information and respond appropriately to each unique patient encounter
- Patient Focus- to seek out and utilize a sound understanding of patient needs and wants, apply that knowledge to their work and translate it to others as necessary.
- Organization & Planning-to efficiently prioritize a systematic workflow, effective time management, task and goal oriented with minimal errors in a fast paced environment
- Communication-proficient oral and written communication skills
- Interpersonal-ability to develop respectful interpersonal relations and work effectively in a team environment.

**IMPACT/RELATIONSHIPS**

**INTERNAL/EXTERNAL**-This position communicates both verbally and in writing with other departments of the organization (to include physicians) and patients. Work produced will have a direct impact on the quality of patient satisfaction and retention. May access, use and disclose PHI (Personal Health Information) for administrative functions only. May disclose PHI (limited to the minimum amount necessary to perform the administrative functions) to other employees with access.

**WORK ENVIROMENT/CONDITIONS**

Fast paced office environment

**MINIMUM PHYSICAL REQUIREMENTS**

General office