

Front Desk Responsibilities

Essentially, the receptionist is responsible for the smooth running of the entire clinic, practice, or hospital. They are the first impression of the practice, either in person or by phone. They need to have a level of professionalism, both in communication and appearance. They are the liaison between doctors, nurses, staff, and patients. Below is a list of just some of the day-to-day tasks of a medical receptionist:

Greet patients/visitors that enter the office.

Keep the reception area clean and calm. Update patients if schedule is running behind.

Answer phones and transfer as appropriate, take messages, or resolve reason for call.

Protect patient information at all times.

Assist patients:

- Complete forms
- Explain office policies and procedures
- Answer questions
- Give directions
- Answer billing questions

Schedule Appointments

Check In Patients

- Obtain (or confirm) and enter demographic information, insurance information, copy of insurance cards and ID.
- Verify insurance eligibility and benefits.
- Explain consents and office procedures and get informed signatures.
- Collect copays and balances.
- Establish and monitor payment plans.
- Scan and file information to the chart.

Check Out Patients

- Schedule follow up appointments.
- Send orders for testing.
- Provide instructions for next visit.
- Give/collect satisfaction survey.

Monitor Schedule

- Notify clinicians when patients are ready.
- Notify clinicians if patients are late or delays in the schedule.
- Notify patients if there are delays.
- Patient reminder calls. Notify of balance/copay expected for visit.

Act as liaison between staff, physicians, patients and families.

Respond to medical records request

Send invoices for billable requests.

Track for payment prior to sending requested information.

Receive distribute faxes.

Mail

Open incoming mail and distribute accordingly.

Mail all outgoing mail.

Coordinate meetings/adjust schedules.

Staff meetings.

Provider requests.

Monitor/order office supplies.