

**Job Description: Front Desk (Check-In)**

**This position reports directly to the Office Manager**

* Always Greet Patients with a smile, be helpful and polite
* Answer phones in a timely manner (usually by 3rd ring)
* **Schedule appointments:**
* Always try to make an appointment
* New patients:
* Collect all patient information necessary over the phone (insurance/ID,

phone number, etc.)

* Encourage patient to go online and print new patient paperwork or come

in 15 minutes prior to appointment to fill out

* Established patients:
* Ensure that all demographic information is correct. If not, then have

patient update.

* **Confirm appointments for next day**:
* Print out schedules/verify insurance is active (primary/secondary)
* **Check-In Patients:**
* Collect ID & Insurance cards/medication lists if any
* New patient paperwork (if not already done)/HIPAA forms to complete
* Ensure patient information is correct
* Scan all documents into patient’s chart
* Verify/Collect patient co-pays and post into patient’s account
* Notify MA that patient is ready
* **Check Fax Machine as needed:**
* Disperse any medical paperwork to each physician (MRI/Medication

requests, etc.)

* Scan paperwork into chart once signed by physician
* **Closing out for the day:**
* Match all payments with end of day report (CC/Cash/Checks)
* Print out CC report
* Copy/paste end of day report into Athena
* Traveling to other local offices may required at time to cover shortages.
* **Extra duties as assigned**

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Front Desk Check-In Date