



CERTIFIED  
**FOOT & ANKLE**  
SPECIALISTS, LLC.

## **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 3<sup>rd</sup> 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

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Date