



**Kaukauna Clinic, SC**  
"Your partners in Family Health Care"

## JOB DESCRIPTION

### Medical Office Receptionist

*Kaukauna Clinic provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

Reports to: Reception Supervisor  
Department: Reception  
Job classification: Full Time, Non-Exempt, Hourly

**Position Summary:** The medical office receptionist is responsible for greeting patients and visitors in a prompt, courteous, and professional manner while maintaining patient and clinic confidentiality. The medical office receptionist will check in patients, take payments, schedule appointments as appropriate, answer incoming calls and transfer to the correct department, and perform other projects as assigned.

#### **Essential Job Responsibilities:**

1. Greet all patients/visitors and direct patients/visitors to designated waiting areas, and communicate information regarding appointments by calling or paging the correct department (e.g. nursing station, lab, human resources, etc.).
2. Appropriately and courteously screen solicitors for relevance to organization needs.
3. Check in patients in a polite and thorough manner while complying with clinic policies.
4. Explain financial requirements to the patients or responsible parties and collect co-pays as required.
5. Make appointment reminder phone calls as needed.
6. Verify patient insurance one day prior to appointment via insurance portal or phone call to insurance company as needed.
7. Scan patient insurance cards and enter information into computer.
8. Promptly and professionally answer incoming telephone calls, and transfer calls appropriately, offering voice mail, paging, or redirection of calls as needed.
9. Schedule new and established patients' appointment by gathering and documenting the required information per clinic policies.
10. File faxes into provider mailboxes.
11. Distribute incoming faxes, sorts and distributes daily mail and supply orders.
12. Maintain patient and clinic confidentiality.

***The essential job responsibilities are not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.***

#### **Core Competencies:**

##### *Knowledge:*

1. Knowledge of medical terminology and organization services.
2. Knowledge of individual responsibilities to accurately direct callers.

3. Knowledge of Epic practice management software.

*Skills:*

1. Skilled in multi-line phone system, including transferring calls and paging.
2. Skilled in speaking clearly and loudly enough to be heard by callers and patients but softly enough to maintain patient confidentiality.
3. Perform all duties in a friendly and cheerful manner.

*Abilities:*

1. Elicits appropriate information from patients and visitors to properly direct them.
2. Prevents, calms, or defuses irate patients by working with them to identify concerns and properly manage the situation.
3. Able to multi-task while maintaining composure.
4. Ability to be punctual and attend scheduled work hours regularly.

**Supervisory Responsibilities:** no supervision responsibility (no direct reports).

**Work Environment:** Inside a clinical setting.

**Physical Demands:** Includes typing, standing, bending, sitting, lifting (up to 50 pounds minimal).

**Equipment Operation:** Standard office equipment including multi-line switchboard, computers, fax machines, copiers, printers, etc.

**Travel:** This position does not travel for work.

**Required Education & Experience:** High school diploma or equivalent.