



Clinic for Special Children

535 Bunker Hill Road, PO Box 128, Strasburg, PA 17579 T 717.687.9407 F 717.687.9237

Job Description

Position Title:	Medical Receptionist
Department:	Administrative Services
Reports to:	Office Manager
FLSA Status:	Salaried, non-exempt

Nature of Job

The Medical Receptionist is responsible, along with the Office Manager and other front office staff, with providing administrative support for the Clinic for Special Children's (CSC) staff, patients, and visitors. This particular position is focused on engaging patient families and visitors while they are at CSC for services. A successful Medical Receptionist would provide a welcoming and warm environment for patient families while diligently and accurately assisting with various administrative functions.

Qualifications

- High School diploma required
- Associates degree in medical assisting or a related field preferred
- Training and experience with Mac computer systems and Microsoft Office related software
- Training and experience with Epic electronic medical records or similar system
- Training or experience as a medical office receptionist
- Medical knowledge sufficient to triage patient phone calls
- Ability to communicate clearly to medical professionals, families and other professional staff
- Commitment to Clinic for Special Children values and patient service

Responsibilities

- Promptly open office in the morning, check fax and phone for messages.
- Greet patients and visitors into a warm and welcoming environment.
- Check patients in, collect co-pays, schedule follow-up visits, and check patients out.
- Assist in answering the telephone and triaging calls in a friendly and professional manner.
- Maintain an orderly and welcoming waiting room and front office area.
- At check-in, ensure patient records have complete information and collect co-pays.
- At check-out, schedule follow-up visits and provide printed patient materials
- Upload or scan laboratory records from outside sources or other documents.
- Manage billing for services through Epic.
- Code invoices from vendors for payment by CSC.
- Assist CSC staff with general administrative tasks as needed.
- Assist families with information regarding the Clinic's services.
- Other responsibilities as assigned by supervisor.