



Job Summary:

The Medical Office Receptionist at the Ohio Skin Center will greet patients, activate patient files, and move patients through a pre-determined schedule of appointments.

Supervisory Responsibilities:

- None.

Duties/Responsibilities:

- Welcomes patients and visitors to the Ohio Skin Center by greeting patients and visitors in person and on the telephone and answering inquiries or referring questions to other staff members.
- Schedules appointments for the physicians and Nurse Practitioners to optimize patient satisfaction, provider time and most effective use of examining and treatment rooms. Prepares a daily schedule of examinations for each provider.
- Retrieves patient files from EMR, checks for chart inaccuracies, inserts new patient record forms, and places files in sequence for physician examination or treatment.
- Collects patient payments and ensures balances are notified to patients.
- Assists ill or distraught patients as necessary. Telephones taxis or family members when necessary for transportation.
- Maintains reception area in a neat and orderly condition.
- Assists patients with insurance papers and billing questions.
- Educates patients on cosmetic products and procedures as needed.

Required Skills/Abilities:

- Personality and demeanor to deal with the public.
- Basic office skills such as typing and filing.
- Good organizational skills.

Education and Experience:

- Graduate of a certified medical office training course preferred.
- High school graduate or equivalent required.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 25 pounds at times.