

Ponderosa Pediatrics P.L.C.

Job Description

Position Title: Front Office Associate

Reports To: Front Office Supervisor

Date Revised: May 18, 2010

Position Goal:

The primary purpose of this position is to represent the practice to customers, visitors, and the medical community by providing operational support to the Medical and Administrative staffs.

Nature and Scope:

This position is a highly visible operational support position within the practice that requires close working relationships with the medical and administrative staffs, patients, customers, and the community.

Qualifications:

Successful performance in this position requires a one year certificate from a college or technical school or three to six months related experience and/or training or an equivalent combination of education and experience. Knowledge of medical terminology, coding, and experience with third party payers and the associated process preferred. Basic computer skills including data entry, electronic mail, word processing, spreadsheets, etc. are essential.

In addition, the incumbent must be able to or possess:

- ❖ Read and interpret documents such as operational instructions, policies, and procedure manuals.
- ❖ Write routine reports and correspondence.
- ❖ Communicate effectively with customers, and Medical and Administrative staffs.
- ❖ Calculate figures and amounts such as discounts, interest, and percentages.
- ❖ Apply common sense understanding to carry out instructions provided in written, oral or diagram form.
- ❖ Deal with problems involving several concrete variables in standardized situations.
- ❖ Handle multiple tasks simultaneously.
- ❖ Perform light physical activity of a non-strenuous, administrative nature that includes sitting, standing, or walking over majority of the time, with occasional stooping, kneeling, or crouching, climbing or balancing.
- ❖ Manual dexterity sufficient to reach/handle items and work with fingers.
- ❖ Physical ability to talk, hear, and see with or without reasonable accommodations.
- ❖ Physical ability to occasionally lift up to 25 lbs. with or without reasonable accommodations.

Duties and Responsibilities:

- ❖ Manage patient flow.
- ❖ Provide excellent customer service to our patients, their parents and the medical staff.
- ❖ Maintain patient appointment system, including scheduling and confirming appointments, and recording arrivals, cancellations and no shows, and follow-up as needed.
- ❖ Answer phone calls, referring callers to appropriate staff member or taking messages.
- ❖ Open and close the front office.
- ❖ Collect and verify demographic and insurance information.
- ❖ Prepare patient charts for upcoming visits including verification of insurance.
- ❖ Communicate account, collections, and insurance information.
- ❖ Collect, record, and balance charges, payments, and receipts.
- ❖ Maintain medical records, including encounter forms, associated documents, and files.
- ❖ Maintain office supplies and forms.
- ❖ Provide leadership to others through example and sharing of knowledge/skills.
- ❖ Contribute to policy and procedure development, and guidebook maintenance.
- ❖ Sustain an organized, safe, and clean work area.
- ❖ Comply with all policies, practices and procedures.
- ❖ Participate in proactive team efforts to achieve departmental and company goals.
- ❖ Perform other duties as assigned.

Work Schedule/Hours:

Regular/normal work hours and days: Monday through Friday, 8 hours per day between the hours of 7:30 A.M. and 6:00 P.M. and rotating one Saturday a month.

Other: Overtime as needed to adequately cover Front Office according to patient appointment schedule, to attend staff meetings, or to complete work assignments.