

## Roles and Responsibilities- Medical Receptionist

The Medical Receptionist serves as the first point of contact for patients and visitors to our medical practice. This role is essential in ensuring a positive and efficient experience for patients by managing appointment scheduling, check-in, check-out, and providing exceptional customer service. The Medical Receptionist is a key member of our healthcare team, contributing to the overall success of the practice.

### Key Responsibilities:

#### 1. Patient Interaction:

- Greet patients and visitors in a professional and friendly manner.
- Manage patient check-in and check-out processes efficiently.
- Verify patient information and update records as necessary.
- Answer patient inquiries and provide information about the practice's services.

#### 2. Appointment Scheduling:

- Schedule patient appointments, consultations, and follow-up visits using the appointment scheduling system.
- Confirm appointments with patients via phone, email, or text message.
- Coordinate appointment reminders and rescheduling as needed.

#### 3. Medical Records Management:

- Maintain and update patient medical records, ensuring accuracy and confidentiality.
- Request and transfer medical records as required by patients and healthcare providers.
- Assist with medical record filing and organization.

#### 4. Insurance Verification:

- Verify patient insurance coverage and eligibility.
- Collect and record insurance information accurately.
- Assist patients with insurance-related inquiries and billing questions.

#### 5. Office Administration:

- Maintain a clean and organized reception area.
- Manage incoming and outgoing mail, emails, and faxes.
- Order and restock office supplies as necessary.

#### 6. Patient Confidentiality:

- Adhere to privacy regulations to safeguard patient information.

#### 7. Customer Service:

- Provide excellent customer service to ensure patient satisfaction.
- Address patient concerns or complaints professionally and promptly.
- Assist in maintaining a welcoming and comfortable environment for patients.