



JOB DESCRIPTION

Position Title: Receptionist
Department: Patient Services
Reports To: Patient Services Department Manager
Date Revised: 04.20.2017
Date Reviewed: 04.20.2017

DESCRIPTION OF POSITION

Serves as advocate for patients, customers, and visitors to the hospital through the greeting, directing, and registration process, as well as through duties as phone receptionist. Assists in basic patient service functions, as deemed necessary.

The above statement is intended to describe the nature and level of work being performed. It is not an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

QUALIFICATIONS, EDUCATION BACKGROUND AND EXPERIENCE

1. High school graduate or equivalent
2. Previous admission/registration experience, medical billing experience preferred
3. Ability to input data into computer with accuracy, utilizing proper spelling and grammar
4. Requires exceptional interpersonal skills to interview and obtain information from patients and to interact with other hospital personnel
5. Requires the ability to prioritize multiple duties in a fast paced environment since the performance and concentration of several tasks may be required simultaneously
6. Requires the ability to move and transition between multiple departments in an expedient manner
7. The ability to multitask, work on numerous projects at one time and change focus when appropriate for the work environment
8. Bilingual preferred but not required

REQUIRED KNOWLEDGE AND SKILLS

Supports hospital mission and strategic vision; manages hospital resources appropriately; complies with hospital policies and programs; maintains skill levels, licenses, and certifications; complies with all state and federal compliance and HIPAA requirements; keeps lines of communication open between self and other hospital personnel; competent with computer programs.

ESSENTIAL JOB FUNCTIONS

1. Functions as the primary receiver of incoming phone calls. Directs incoming calls to the other departments or patient rooms.
2. Greets all patients, customers and/or visitors entering the facility.
3. Monitors the flow of our customers and ensures prompt service.
4. Advocates for the patient, ensures wait times are appropriate, and follow up when patients need assistance. Ensures patients are not forgotten.
5. Registers patients and/or notifies patient service representative of need for assistance in registering patients, based on incoming volume. Uses trouble shooting skills to determine when additional help is needed.
6. Performs the registration process for all inpatient and outpatient customers after regular business hours.
7. Demonstrates competency with computer programs needed to complete job functions.
8. Demonstrates ability to remain calm in stressful environment. Demonstrates calm, caring demeanor to comfort patients in need.
9. Uses proper channels of communication and authority.
10. Establishes and maintains effective, cheerful, pleasant and cooperative working relationships with co-workers and Manager.
11. Records (daily) time worked (accurately) via appropriate system.
12. Participates in rotation of holiday coverage.
13. Demonstrates adaptability in dealing with change and while working under stress.
14. Performs other duties as assigned.
15. Follows Hospital and Departmental policies and procedures.

PHYSICAL REQUIREMENTS

Position Title: Receptionist

	Never (0%)	Seldom (1%-10%)	Occasionally (11%-33%)	Frequently (34%-66%)	Continuously (67%-100%)
Sitting					X
Standing				X	
Walking					X
Bending/ Stooping			X		
Crawling		X			
Twisting		X			
Squatting/ Kneeling		X			
Climbing (Stairs/Ladders)		X			
Lifting 20 lbs.		X			
Carrying 20 lbs.		X			