

REGISTRATION CLERK

POSITION SUMMARY:

The Registration Clerk position is responsible for making a professional and courteous impression on patients as they enter the practice. The Registration Clerk is the first person that our patients will come into contact with, so they should be exemplary of the service and demeanor of the practice as a whole. The Clerk handles all incoming calls and registers all patients for their scheduled visit. The Clerk is also responsible for assisting patients with any problems they may have during the registration process and also in exit scheduling.

QUALIFICATIONS:

Previous admitting or medical reception experience preferred. Experience working with the public required. Excellent written and verbal communication skills. High School Diploma or equivalent.

POSITION ACCOUNTABILITIES:

- Commitment to perform all job responsibilities in accordance with the philosophy and mission statement of USA.
- Honest, ethical, professional behavior is a term of employment
- Greet all patients, vendors, and visitors in a courteous, friendly manner and direct them to the proper location
- Courteously and efficiently answers and screens telephone calls, records messages, and schedules appointments
- Maintains a very organized file system proper for pulling charts, completing forms, copying records, and filing charts
- Make new files and update patient information including insurance and personal data
- Obtains new patient information and prepares new records and all related forms
- Enter patient information into file and computer including scanning in form of photo identification and insurance cards
- Maintains a file of exchanges, physician pagers, and emergency numbers
- Distributes new patient information upon patients request
- Documents failure of patients to arrive and develops related correspondence

- Contacts patients concerning rescheduling appointments and provides correspondence as needed
- Demonstrates familiarity with insurance procedures and verifies coverage if necessary
- Maintain a knowledge of physician's preferred method of registration/exit scheduling
- Performs all other duties as assigned