

**JOB TITLE:** REGISTRATION CLERK

**DEPARTMENT:** REGISTRATION

**REPORTS TO:** REGISTRATION SUPERVISOR

**JOB 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 scheduling and follow-up visits.

**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/screens telephone calls and records messages where necessary
* Update existing patient information including insurance and personal data
* Assists patients with electronic check-in process and enters any necessary patient information into the electronic chart that hasn’t migrated from electronic process to include scanning photo identification and insurance card
* Performs duties related to electronic registration check-in system
* Correspond to the appropriate staff when patients fail to arrive or notify them if patient is running late to make sure they can still see the patient
* Schedules follow up appointments as patients exit
* Contacts patients concerning rescheduling appointments and provides correspondence as needed
* Demonstrates familiarity with insurance procedures and verifies coverage through AEV system
* Maintain a working knowledge of the electronic check-in system as it relates to training
* Maintain a knowledge of physician’s preferred method of registration/exit scheduling
* Maintain and close individual money collected journal at end of each day
* Performs all other duties as assigned

**PHYSICAL REQUIREMENTS:**

The physical requirements listed are representative of those that may be faced by a Registration Clerk throughout their scope of employment. To conduct this position properly, applicants must be able to complete the following list of physical tasks. Reasonable accommodation will be available for those individuals with disabilities, and are not able to complete the following tasks.

* Sitting, standing, walking for brief periods of time
* Bending and reaching
* Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus as needed

**QUALIFICATIONS:**

* High School Diploma or equivalent
* Previous admittance or medical receptionist experience preferred
* Previous experience in a field with significant amount of public interaction
* Excellent written and verbal communication skills

**The above duties are intended to describe the general nature and level of work performed. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of an employee so classified.**

**University Surgical Associates is an at will employer. Your employment with University Surgical Associates is for an indefinite period of time and it is subject to termination by you or University Surgical Associates with or without cause, with or without notice, and at any time**

**Employee Signature: Date:**

**Supervisor Signature: Date:**