



Job Description Clinic Receptionist

Positions Available: One

Professional Type: Clinic Medical Receptionist / MA (flexible as needed)

Position Type: Full-time, hourly pay, negotiable (\$12-16 depending on experience and efficiency)

Benefits: Health benefits, 401K matching, and others available for full-time employees.

Compensation: Hourly compensation, not to exceed 40 hours per week, except when approved.

Clinic Location: Breaux Bridge

Directly Reports To: Dr. Yerasi

Position Duration: Ongoing so long as work is satisfactory, performance evaluations are at least adequate, and professional contributions to the workplace are beneficial.

Start Date: ASAP (a PGoA employee transferring may require transition time of 1-3 weeks)

Time Commitment

- See clinic hours Monday through Friday: Mon, Tues, Thur, Friday 8-5, Wed 8-1
- At least once a month, at most once a week, a 30 to 60 clinic staff meeting during working hours with clinic staff and Providers, PGoA administration as needed
- The employee must be prepared to work holidays and weekends as required by PGoA, understanding that weekend and holiday shifts will be distributed as evenly as possible.
- If the employee is full time, they must be prepared to work up to 8 hours per day total, generally between 8AM and 5PM. If the employee is part time, they must be prepared to work up to 31.9 hours per week total. However, the employee must also accept that there could be variations in both total hours and shift timing either on a temporary or regular basis.

Clinic Responsibilities *(not an exhaustive list)*

- See the *Receptionist Task List* at the end of this document
- Doing referrals for both Dr. Yerasi and Dr. Bandaru

- Prior authorizations for both Dr. Yerasi and Dr. Bandaru
- Call no-show patient for wellness
- Load ER visits for telemedicine
- When only 3 nurses are present on the floor or if patients are getting behind, help with triaging patients, doing their wellness questions, taking their vital signs, checking their vision and hearing, and putting them in rooms.
- Coordinate with nurses to see if they need any extra help for next day pulling like ASQs, vaccinations required, etc.
- Billing, answering phone calls, taking phone messages, checking insurances, calling and confirming patients, pulling ER records, etc., which are part of any regular receptionist's duties
- Fax medical records
- Call wellness visits due when the schedule is slow.
- The new employee should be able to do basic skills required by all full-time employees as identified by the receptionist supervisor to be hired for this position.
- New hire will fill the PGoA receptionist checklist at the beginning, expected to perform all the items which she checked off in the nurse checklist.
- The new employee will identify the areas that she needs help in beyond the basic skills expected for a full-time employee. An appropriate timeline will be decided by Dr. Yerasi, the supervisor, and the new employee depending on the extent of the help needed.
- If after hiring any significant defects are noticed in the basic skills expected from a full-time employee, a meeting will be called with the receptionist supervisor, employee, HR, and Dr. Yerasi to discuss further action.
- The new hire will make every effort to complete the checklist in order to affect the smooth functioning of the clinic, getting all the required log-ins within 2 weeks of starting the training. The new hire will report to Dr. Yerasi if she has any problem in fulfilling the checklist and getting logins in a timely manner.
- Dr. Yerasi, supervisor, new employee, and HR will meet after the agreed timeline to reevaluate the skills that needed improvement. This can be done over the phone if a sitdown meeting is not possible. If any additional training is needed, an additional appropriate timeline will be decided by the involved people.
- The employee acknowledges that they could be moved between PGoA healthcare providers as needed by PGoA. The employee is not employed by individual providers but by PGoA as a whole.

Professional Responsibilities *(not an exhaustive list)*

- Front desk, general office areas, and all common areas fully set up at least 15 minutes before the first patient.
- Keeps clean, orderly, and disinfected office space and common areas.

- Reports, documentation, and paperwork is completed and submitted in a timely and professional manner.
- Is punctual during work hours: does not arrive after start time and does not leave before closing time, unless given express permission by the Provider.
- Contributes to the clinic as a thoughtful and enjoyable team member
- Meets with staff, Provider, and PGoA administration as required
- Greets patients warmly and provides “empathy with excellence” for the entirety of the encounter.
- Maintains professional appearance in dress and conduct.
- Practices quality care and maintains high standards of clinical policies, procedures, and practice.
- Conducts speech and behavior with professional decorum and maturity.
- Seeks help and is teachable when problems arise.
- Contributes to the ongoing health of the clinic and non-clinic personnel, including other PGoA employees.
- Is a central team player in not just identifying problems but joyfully solving problems.
- If additional staff are added to the clinic due to increase patient count or clinic transitions, this employee will assist the Coordinator and Provider in properly orienting, preparing, and installing new clinic team members.
- Upholds the *Clinic Operations Manual* in thought, word, and deed.

Required Days:

- All days and times during clinic hours.

Time Off

- Abides by the Clinic Operations Manual and company policies and procedures regarding PTO (Paid Time Off) and UTO (Unpaid Time Off).

Additional Considerations

Quick Chart on Receptionist Levels

<i>Level</i>	<i>Years with PGoA</i>	<i>Required Training Hours Total per Month</i>	<i>Required Oversight Hours Total per Month</i>	<i>Pay per Hour</i>
Junior Receptionist	Less than 1 year	None	None	\$11
Junior Receptionist	1-3 years	None	None	\$12
Senior Receptionist	More than 3	20-35	50-60	\$14 +5% when training

Quick Chart on Quarterly Bonuses

<i>Level</i>	<i>Years with PGoA</i>	<i>Bonus Amount</i>
Junior Receptionist	Less than 1 year	TBD <i>Not guaranteed</i>
Junior Receptionist	1-3 years	TBD <i>Not guaranteed</i>
Senior Receptionist	More than 3	TBD <i>Not guaranteed</i>

Task List

Clinic Receptionist

Clocking In

- Logging in to TimeForce
- Changing Department as needed
- Adding notes when necessary.

Clinic Warm-Up

- Turning on computers
- Opening seating areas
- Paper documents situated and read
- Phones working properly and not forwarded
- Work area prepared for patients.

Call Reminders

- Schedule, confirm, or reschedule patient appointments
- Controlled patient interaction (not taking impromptu phone calls)

Patient Check-In

- In-Person check-ins
- Scheduling in Breeze
- Insurance verification
- Documentation
- Conversion for wellness exams
- Checking demographic information
- Identification

Financial Accounting

- Handling all patient financial transactions throughout the day, in accordance with the Best Practices document.

Charges and Billing

- Will properly charge and complete all charges for the Provider's encounters, completing billing on time at the end of each day.

Attending to Phones

- Scheduling
- Remote check-ins
- Clinic questions
- Messages
- Referrals
- Call reminders for upcoming appointments, no-shows, and reschedules.

Medical Records

- Receiving records
- Sending records
- Staying up to date and clearing all medical records by the end of each work day, most especially by the end of each work week.

Patient Check-Out

- Closing encounter in DuxWare
- School excuses
- Scheduling future appointments

Faxes and Messages

- Checking messages and faxes
- Prescription refills
- Referrals
- Call-backs

Closing the Office

- Closing out computers
- Cleaning
- Locking doors
- Alarms