JOB DESCRIPTION

POSITION: Check-Out Receptionist (Cashier)

DEPARTMENT: Business Office

REPORTS TO: Office Manager

JOB SUMMARY: This individual is responsible for checking out all patients, collecting payments, explaining all charges to patients, and verifying all insurance and address information.

EDUCATION AND EXPERIENCE:
1. High school diploma or equivalent.
2. Two years minimum experience in medical practice.

ESSENTIAL SKILLS AND ABILITIES:
1. Excellent customer service and communication skills.
2. Empathetic personality and attention to patient’s needs.
4. Strong problem solving skills.
5. Ability to work as a team member.
6. Strong organization with attention to detail.
7. Respectful treatment of patients and co-workers.

RESPONSIBILITIES:
1. Patient Check-Out
   a. Checks-out all patients. Reviews fee sheets for correct charges and diagnosis marked; enters information into computer.
   b. Ensures patients understand their condition and treatment; provides any special instructions to patients upon leaving.
   c. Provides clarification of the doctor’s instructions.
   d. Checks to see that patients have been given appropriate prescriptions.
   e. Schedules return appointments for follow-up as necessary.
   f. Schedules patients for transfer of care and any required diagnostic testing.
   g. Explains all fees and patient financial responsibility.
h. Verifies patient insurance and address information.
i. Secures all necessary patient signatures; obtains proper informed consent and insurance authorization.
j. Collects fees for services.
k. Ensures patient satisfaction.

2. Administrative
   a. Enters appointment recall cards to be mailed for future visits.
   b. Prepares recall cards for month in advance.
   c. Makes appointments on an as-needed basis.
   d. Compiles a daily list of all patients requiring preauthorization for subsequent office visits and procedures, presents this list to the front office supervisor on a daily basis.
   e. Maintains updated billing procedures and correct coding modifiers.
   f. Performs other duties as required.