



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.
3. Management of multiple tasks simultaneously.
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.