



# Retina Northwest

Retina and Vitreous Diseases

**JOB TITLE:** Medical Receptionist  
**DEPARTMENT:** Patient Services  
**LOCATION:** Southwest Highlands (St. Vincent Clinic)  
**REPORTS TO:** Patient Services  
**SUPERVISES:** N/A  
**FLSA STATUS:** Non-exempt  
**WORK STATUS:** Full-Time

**JOB OVERVIEW:** As the first point of contact, our medical receptionist represents everyone involved in the entire practice. Greets patients upon arrival, manages phone systems, and performs other administrative duties as assigned with enthusiasm. Excellent patient and customer service is required.

**Our Mission:** To serve the community by providing the highest level of specialized retinal care in an efficient, compassionate and supportive environment.

***Under limited supervision:***

1. Greet patients and visitors upon arrival, completing the check in process, obtaining insurance information and any other necessary data.
2. Answer and manage multi-line phone system and either direct the caller to the appropriate party or handle the caller's needs.
3. Scheduling follow up appointments, no show appointments and missed appointments.
4. Ensuring proper medical documentation is present and that insurance information is confirmed.
5. Collect and process payments for copays, previous balances and uninsured visits.
6. Adhere to the guidelines and procedures of Retina Northwest.
7. Maintains the waiting rooms in a clean, orderly and comfortable fashion.
8. Applicant must have a pleasant demeanor and work well with others.
9. Willingness to travel to and from satellite locations for coverage. Reliable transportation is essential, either private or public.
10. Perform other duties as assigned.

**ADDITIONAL RESPONSIBILITIES/DUTIES:**

1. Excellent customer service and communication skills.
2. Competent computer skills, typing 50 wpm.
3. Ability to multi-task and focus in a fast-paced environment with interruptions.
4. Confidence using office equipment, i.e. copier, fax- machine, multi-line phone system, computer, printer, scanner, etc.
5. Excellent interpersonal skills that allow effective working relationships with a diverse patient population; this includes listening and problem solving skills.

6. Ability to take direction and be organized.
7. Able to use initiative and good judgment to resolve problems and challenges.

**KNOWLEDGE, SKILLS AND ABILITIES:**

1. High School Diploma or equivalent required
2. One year of medical office experience or related customer service experience required.
3. General understanding of medical insurance and experience with NextGen preferred.

**OTHER ABILITIES:**

1. Ability to follow oral and written instructions.
2. Ability to work as a team member.
3. Skill in effective management and customer service.
4. Regular travel to and from all satellite locations.

**PHYSICAL/MENTAL DEMANDS:**

1. Prolonged standing, sitting, and infrequent bending, twisting, and stooping.
2. Occasional mental stress from the workload, or from dealing with upset patients/physicians and/or emergency situations.
3. May lift 05 – 10 pounds.

*This description is intended to provide only the basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, ability and working conditions including physical requirements may change as needs evolve.*

**Retina Northwest is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status or any other characteristic protected by law.**