



ADMINISTRATION – FRONT DESK COORDINATOR

This position is responsible for all of the administrative responsibilities associated with an office. This person is usually the first impression of an Eye Doctors Office. Some of the duties of this position are:

DUTIES

- Registers patients by gathering, verifying and entering in demographic and insurance information.
- Obtains signed registration sheets, permissions to file claims, releases, etc.
- Reviews schedules for referrals needed, obtains those that the office takes responsibility for and works with patients to obtain others.
- Collects co-payments and personal payments.
- Prepares day sheet and balances cash drawer each day.
- Handles inquiries about insurances accepted, office hours, services, locations, exam fees, doctor information, etc.
- Verifies upcoming appointments.
- Handles telephone receptionist responsibilities as needed.
- Assists other patient service staff as needed.
- Greets patients promptly and professionally.
- Properly triages patients and visitors.
- Responds easily to routine requests for information.
- Maintains patient confidentiality at all times and communicates with the Compliance Officer regarding procedural changes and concerns.
- Participates in professional development efforts to remain current on insurance coverages and regulation matters.
- Cooperates and communicates with all staff members and physicians about patient matters.
- Issues proper receipts and maintains balanced drawer.
- Keeps accurate records of all patient information.
- May perform other related duties.

In summary, this person provides the necessary support so that our Eye Doctors can provide comprehensive medical and routine eye exams and provide the latest medical and surgical treatments for eye diseases.

EDUCATIONAL BACKGROUND OR TRAINING TO DO THE JOB

- Complete understanding of the admitting, screening, and appointment taking procedures of the clinic.
- Must have the ability to meet the public in a dignified manner and to assist the patient in any possible way.
- Must have the ability to communicate effectively, both orally and in written communications.
- Must be able to withhold ridicule and criticism of patient's actions and withstand patient complaints.
- Needs to have the ability to maintain an open and effective working relationship with other employees.
- Must have a pleasant personality and telephone speaking, voice.
- Ability to act independently.
- Ability to interact with patients, other employees and physicians.
- Need pleasant, courteous and responsible person.
- Should have good organizational skills.
- Previous experience preferred.