

MEDICAL RECEPTIONIST & FRONT DESK

The front office medical receptionist is a dynamic clerical role where the person will interface with all patients and medical staff of Michigan Kidney Consultants.

ESSENTIAL JOB FUNCTIONS:

- Ability to answer multiple incoming telephone calls and take appropriate action
- Verify patient insurance coverage and any referrals needed at each visit
- Complete check-in and check-out process of patients, including collecting any account balance or co-payments.
- Schedule patient appointments and any supplemental lab testing needed.
- Maintain a safe, secure and organized work environment.
- Other duties as assigned.

QUALIFICATION REQUIREMENTS:

- Professional, courteous, calm and pleasant communication style
- Exceptional patient service, courtesy and care
- Excellent telephone etiquette and a welcoming demeanor
- Ability to handle multiple tasks coming from doctors, patients and coworkers
- Ability to maintain a calm and courteous demeanor under pressure
- Ability to problem-solve and follow up to resolve an issue to find information
- Maintain patient confidentiality and HIPPA requirements at all times

EDUCATION and/or EXPERIENCE:

- High school graduate or equivalent
- Medical office experience preferred
- Knowledge of medical terminology

LANGUAGE SKILLS:

- Fluent in English

REASONING ABILITY:

- Ability to communicate clearly and calmly with every patient in order to resolve their issue, question or concern.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must have current valid Michigan driver's license.
- Must have valid automobile insurance and reliable transportation or alternative provisions.

OTHER SKILLS AND ABILITIES:

- Maintains confidentiality of patient records.

- Basic computer skills are required

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Performs duties in office environment during organization's operating hours.