

Receptionist position description

Job summary

The receptionist's main responsibility is to be accurate and cheerful and to maintain a smooth, well-planned, and orderly flow of clients and patients. Receptionists report to the Client Care Coordinator.

Level breakdown

Level I

Generally a new employee. An employee's tenure in Level I will depend on previous training, experience, education, and personal aptitude.

Level II

May include some emergency hours, in addition to all duties performed at Level I.

Level III

Supervisory position. See Client Care Coordinator position description for details.

Level I

Reception area

- > Greet clients and pets by name.
- > Maintain sign-in sheets and keep writing instruments handy.
- > Inform clients of expected waiting time if the doctor(s) is(are) behind schedule.
- > Maintain the appearance and cleanliness of the waiting room and reception area.
Report any required repairs to the appropriate person.
- > Re-stock products, office supplies, client education materials, hospital brochures, and so on.
Notify appropriate person of low inventory.

Phone

- > Receive all incoming calls.
- > Screen and direct calls to appropriate doctor or staff member.
- > Record complete phone messages.
- > Schedule appointments.
- > Contact scheduled outpatient appointments with reminder of time and requirements, for example, stool samples for fecal tests.
- > Contact scheduled pre-surgery appointments with reminder of time and required care, for example, withholding food and water.

Files and correspondence

- > Pull client charts for daily scheduled appointments. As clients arrive, update the existing file or collect necessary information to prepare a new file.
- > After client visit, update and re-file patient record.
- > Complete all filing, including paid invoices, radiographs, lab reports, and correspondence.
- > Prepare welcome letters, thank-you letters, condolences, and other correspondence for the doctor, practice manager, or client care coordinator's signature.
- > Mail client reminders for physical examinations, vaccinations, heartworm checks, dentistry, senior care, and so on.
- > Copy and mail (or fax) patient records at client request.
- > Use the computer software system to accurately and efficiently search for information.

Financial responsibilities

- > Enter payments accurately.
- > Use check verification services when needed.

BENCHMARKS
2006

Core responsibilities

- > Adhere to all hospital directives and protocols and maintain the highest ethical, moral, and professional standards.
- > Act responsibly to build your reputation in the community and enhance the reputation of the hospital and your colleagues.
- > Maintain a professional appearance.
- > Maintain a professional, courteous attitude.
- > Ensure a pleasant, respectful, and productive doctor-staff and staff-staff relationship.
- > Keep the spirit of teamwork alive.
- > Support the value of all hospital services.
- > Attend and participate in all required management and staff meetings.
- > Contribute to development of the practice's strategic business plan.
- > Attend 10 to 15 hours of external continuing education each year.
- > Become involved in the community through membership in professional associations, civic organizations, volunteer work, and public speaking.
- > Perform other related duties as directed by the owner(s), hospital director, administrators, or managers.

Level II

Reception area

- > Answer questions regarding the proper use of and benefits of products offered.
- > Maintain all office equipment—phone, fax, copier, postage machine, calculators, computers, and so on—in proper working order.

Phone

- > Inform clients of credit policies and any outstanding balances due.
- > Answer questions regarding the status of hospitalized patients as directed by the attending doctor.
- > Respond to routine medical care questions, such as vaccination protocols for puppies and kittens, de-worming, pre-surgery care requirements, flea treatment, and so on.
- > Provide treatment plan estimates for routine surgeries, vaccinations, and so on.
- > Re-schedule missed appointments.
- > Contact clients who have not responded to second reminders for vaccinations/physical examinations.
- > Contact post-surgery clients for progress report on patient's condition.
(May be a technician's responsibility.)

Files and correspondence

- > Complete consent forms and verify client and patient information.
- > Provide client education materials, vaccination schedules, rabies tags and certificates, pre-surgery instruction sheets, and so on.
- > Complete release forms.
- > Enter patient charges using appropriate service and provider codes. (May be a technician's responsibility.)
- > Schedule medical progress exams and/or appointments for additional health care as directed by the doctors.

Financial responsibilities

- > Prepare invoices and receive payments.
- > Reconcile cash drawer and deposit funds daily.
- > Close out and record credit card and third-party payment option charges daily.
- > Print daily and monthly computer reports and reconciliation.

Other responsibilities

- > Assist emotional and/or grieving clients without undue stress.