

# Help Wanted: Advanced Eye Centers Hiring Two Receptionists

Large Ophthalmology practice in Southeastern Massachusetts looking for two full-time front desk receptionists. We urge bilingual English/Spanish and English/Portuguese candidates to apply.

**Job Title:** Receptionist – Front Desk

**Reports To:** Front Desk Supervisor

## **SUMMARY:**

Primary responsibility includes providing quality customer service and preparing documents to ensure the smooth and professional processing of AEC patients.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

### **Patient Relations**

- Maintain a cordial and professional attitude when greeting or interacting with patients.
- Verify all demographic information at check-in window.
- Enter all patients' vital information into the computer, as required.
- Inform patients about referrals and secure referrals when needed. Secure a signed waiver if no referral present at time of visit.
- Check insurance authorizations and insurance eligibility prior to visit.
- Complete PT1 forms on patient's behalf.
- Call for transportation for patients as needed.
- Collect all fees due at time of visit and keep accurate tally sheet of all payments received.

- Balance tally sheet at the end of the day.
- Assist with taking contact lens orders and distributing the orders to patients.

## **General Administrative**

- Properly handle all sensitive patient information following HIPPA guidelines.
- Copy medical records for patients and other physicians insuring the proper signed release is on file.
- Receive medical records from other physicians and properly maintain those records.
- Scan records into patients' electronic medical record.
- Maintain patient surgery list for surgical coordinators.
- Maintain patient dictation list for physicians.
- Receive and distribute faxes properly.
- Shred sensitive documents.
- Participate in maintaining a neat and orderly atmosphere in the patient waiting/reception area.
- Participate in cleaning the lunch room during assigned months.

## **Scheduling**

- Schedule and reschedule patient appointments following protocol.
- Offer patients a choice of appropriate appointments that address their specific needs.
- Determine when an emergency situation exists and immediately bring it to the attention of appropriate personnel.
- As appropriate, ensure that new patients receive a welcome letter and information packet in the mail prior to their scheduled appointment.
- Inform patients of necessary information to bring to their appointment.
- Complete and mail appointment reminder cards.
- ☐ Make phone calls to overdue patients to put them back

on our schedule.

## **Telephones**

- Make every effort to answer the telephone by the third ring.
- Answer all telephone calls with a cheery positive greeting.
- Promptly respond to the caller's concerns and direct phone calls to the appropriate staff member/physician.
- Triage phone calls to determine if an emergency exists and notify appropriate personnel immediately.
- Accurately take detailed messages and promptly distribute the messages to the appropriate personnel.
- Ensure that telephone calls from other physicians are immediately put through to the AEC physician being called.

## **QUALIFICATIONS:**

- Possess the professional and communication skills necessary to successfully interact with patients and staff in addressing all patients' needs.
- Maintain a positive attitude and forge a good working relationship with other staff members.
- Refrain from gossip.
- The ability to remain composed under stressful situations.
- Computer literate.

## **EDUCATION/EXPERIENCE:**

- High School Diploma/Equivalent required.
- Bilingual English/Spanish and English/Portuguese preferred.

To apply, click  
here: <https://www.ziprecruiter.com/job/Receptionist-Front-Desk-Full-Time/7f3888ec/>