



Western Slope Orthopaedics
910 S. Fourth Street
Montrose, CO 81401
970-249-6641 ▲ wsorthodocs.com

Job Title: Front Desk Receptionist
Reports To: HR/Operations Manager
FLSA Status: Hourly/Non-Exempt
Date: 5/11/2022

Basic Purpose of This Job

Schedules patients for appointments with the doctors and checks patients in and out at the time of the visit by performing the following duties.

Duties and Responsibilities

- Treats patients with respect and sensitivity and exhibits behavior which projects a caring and compassionate attitude.
- Answers phone calls and directs them to the appropriate person. Prioritize emergency calls and forward to appropriate personnel immediately.
- Pages physicians when necessary to confer with other physicians regarding mutual patients.
- Take messages from patients and forward to a Medical Assistant (M.A.) for handling. Forwards messages requesting medication refills along with the patient's chart to the M.A. for processing.
- Schedule appointments with the physician and enters date and time into computerized scheduler.
- Greets patient and checks them in for their appointment.
- Scans and uploads patient intake forms and insurance cards to patient's medical record. Instruct patient on the forms to be completed and signed. Collect co-pay. Enter patient and insurance information into the system.
- Verify the patient information and insurance information are current and accurate on return visits. Collect co-pay.
- Checks patient out after visit, and schedules additional visits if applicable. Prints patient education or information ordered by physician.
- Makes reminder calls for appointments scheduled the following day.
- Contacts patients who do not arrive for their scheduled appointment and reschedule if necessary.
- Processes medical records requests and sends to requesting party or entity.
- Assist M.A.'s, physicians and other personnel as requested to maintain facility efficiency.
- Other duties as assigned.

Requirements

- Strong communication skills; bilingual is a plus.
- Education: High School Diploma or equivalent
- Experience (Preferred): One to two years of experience in a medical office.
- Ability to work quickly and accurately, with attention to detail.
- Able to demonstrate independent judgment and initiative.