

**WEST GEORGIA EYE CARE CENTER
POSITION DESCRIPTION**

OPENING DATE: 09/13/17	CLOSING DATE: When filled
POSITION Receptionist – Receptionist/Admitting Clerk	DEPARTMENT Eye Surgery Center of West Georgia
REPORTS TO Director of Surgical Services	CLASSIFICATION Non-exempt
POSITION TYPE AND EXPECTED HOURS OF WORK <u>Part Time</u> – Monday, Tuesday & Thursday 11 a.m. to 5:30 p.m.; Fridays 8 a.m. to 12:30 p.m. (Must be available for additional hours, as needed)	

Position Purpose:

To perform optimum utilization and coordination of surgery schedule time by efficiently planning and organizing the daily schedule. Duties include scheduling appointments, clerical tasks, giving information to callers, coordinating physician and anesthesia requests and performing special projects and duties as assigned by nursing management.

POSITION REQUIREMENTS

Educational, vocational training and experience: High school diploma, previous experience and/or knowledge of computers are required. Knowledge of medical terminology is required. Prior knowledge of insurance benefits and pre-authorization is desirable. Experience in billing or patient account management in a hospital or physician practice setting is desirable.

SKILLS AND ABILITIES:

1. Must be knowledgeable in all phases of scheduling procedures.
2. Must be knowledgeable with office equipment, i.e. copy machines, fax machines
3. Ability to use personal computer and word processing software
3. Knowledge of medical terminology and surgical procedures preferred.
5. Type with speed and accuracy.
7. Excellent communication skills.
8. Excellent organizational skills.
9. Ability to handle confidential information.

ESSENTIAL AND SECONDARY POSITION RESPONSIBILITIES

A. Job Knowledge

1. Manages scheduling telephones and coordinates patient flow.
2. Collects accurate patient data via active patient/caregiver participation and enters corrections upon admission.
3. Exhibits excellent customer relations when working with physician offices and patients.
4. Demonstrates appropriate awareness of age specific development needs for the population served as it is related to the performance of departmental duties.
5. Prepares medical record prior to patient admission.
6. Collects money from patients and maintains "one write".
7. Brings collection difficulties to leadership for resolution.
8. Assists with scheduling as required.
9. Assists with verification of insurance.
10. Maintains all medical record and business record forms keeping an adequate supply.
11. Performs other duties as required and skill permits.

B. Team Work

1. Utilizes time effectively.
2. Completes all documentation to ensure the availability of accurate and up to date information in accordance with established standards.
3. Adheres to established surgery center safety requirements and procedures to ensure a safe working environment.
 - a. Demonstrates the competent usage of proper body mechanics in all activities.
 - b. Identifies potentially unsafe conditions and notifies manager.
 - c. Completes all employee/patient incident documentation in a thorough and timely manner, as required by Facility policy.
 - d. Practices infection control and standard precautions as instructed or trained.
 - e. Demonstrates complete understanding of established emergency procedures for department and surgery center.
4. Participates in the orientation of staff as requested.
5. Performs all other duties as assigned by manager.
6. Maintains dress and appearance according to standards as observed by management.
7. Regularly maintains work area, equipment and supplies in an organized presentable manner.
8. Strives to be professional, courteous, helpful and cooperative.

C. Compliance

1. Adheres to Standards of Business Conduct.
2. Demonstrates the safe operation of equipment and machinery and follows procedures for reporting and correcting an unsafe situation.
3. Attends 100% of required safety training, or reviews make-up materials within 2 weeks.
4. Attends and participates in all applicable training and developmental workshops scheduled by the surgery center.
5. Performs yearly self-evaluation.

D. Service Satisfaction

1. Communicates patient information to assure confidentiality and continuity of care.
 - a. Documents all patient information according to established standards of care, policies and procedures.
 - b. Provides pertinent patient information to the physician, family and other members of the multidisciplinary team.
 - c. Discuss patient information with other health team members in an appropriate environment.
2. Interacts with all patients, families, visitors and fellow employees in a mature, responsible manner to ensure a positive and professional surgery center environment.
 - a. Displays a caring and responsive attitude and conducts all activities respecting patient, family and employee rights and expectations.
 - b. Maintains confidentiality of all Facility and patient information as required by Facility policy.
 - c. Fosters a positive and professional surgery center environment by interacting with all persons in a considerate, helpful and courteous manner and by participating as a team member.
 - d. Diffuses/resolves conflict by appropriately communicating with those involved.
 - e. Accepts constructive criticism and gives suggestions in a professional manner.
 - f. Considers age specific needs in communication.
3. Has attended and put into practice the principles of Service Satisfaction.

E. Skill Review

1. Completes appropriate financial management responsibilities.
 - a. Provides input regarding equipment needs/supply needs.
 - b. Completes patient financial data in accordance with Facility procedure.
 - c. Demonstrates sound cost containment techniques.

F. Attendance

1. Follows established surgery center policies and procedures with regard to attendance.
 - a. Maintains attendance according to guidelines and policy established by Facility.
 - b. Adheres to tardiness policy.
 - c. Provides notification for unscheduled absences or tardiness in accordance with established departmental procedures as noted by manager.
 - d. Requests scheduled time off according to procedure as noted by manager.

MACHINES/EQUIPMENT USED: Copy machines, fax machines, computers, computer software, telephone, etc.

ENVIRONMENTAL CONDITIONS: Indoors in climate controlled environment.

PHYSICAL REQUIREMENTS:

1. Manual dexterity to operate office equipment.
2. Ability to sit or stand for periods of time 30 minutes or longer.
3. Ability to type for an extended period of time.
4. Ability to ambulate to and from other departments.
5. Ability to speak and hear when receiving instructions and conversing on the telephone.
6. Near visual acuity to record information accurately on the computer.
7. Ability to lift 20 pounds, floor to waist which may require pushing, pulling, and essentially utilizing full range of body movement. Use of assistance when lifting is recommended.