

North Texas Family Health

Friday, 25 March, 2022

Job Title:	Receptionist and Clerical	Job Category:	Administrative Assistant
Location:	Van Alstyne Clinic	Job Code:	AA/C
Address:	980 W Van Alstyne Pkwy	Travel Required:	None
Salary Range:	\$23K - \$27K per year	Position Type:	Full Time
HR Contact:	Richard Templeman FNP-BC	Date Posted:	
Certification(s) and License:	High School Diploma or equivalent	Posting Expires:	
Special Requirement(s)			

Applications Accepted By:

FAX OR EMAIL:

rtempleman@notexfh.com
 Fax: 903-712-0060

MAIL:

North Texas Family Health
 980 W. Van Alstyne Pkwy
 Van Alstyne, TX 75495

Job Description

ROLES:

The Medical Office Receptionist and Administrative Assistants are the first and last impressions of a medical practice to the patient. These positions must have excellent interpersonal skills and an ability to communicate effectively with patients, family members, guests, vendors, and colleagues effectively.

Responsibilities:

- Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone; answering or referring inquiries.
- Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person, via patient portal, or by telephone.
- Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.
- Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area.
- Ensures availability of treatment information by filing and retrieving patient records.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information.
- Obtains revenue by recording and updating financial information; recording and collecting patient charges; controlling credit extended to patients; filing, collecting, and expediting third-party claims.
- Maintains business office inventory and equipment by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies; scheduling equipment service and repairs.
- Helps patients in distress by responding to emergencies.
- Protects patients' rights by maintaining confidentiality of personal and financial information.
- Maintains operations by following policies and procedures; reporting needed changes.
- Contributes to team effort by accomplishing related results as needed.

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QUALIFICATIONS AND EDUCATION REQUIREMENTS

Administrative Assistants must have:

- Exceptional Customer Service and Phone Etiquette skills
- Strong Multi-tasking skills
- Clear and Concise Communication skills
- Time Management and Organizational skills
- Word Processing and Data Management knowledge
- Ability to maintain effective and organized systems to ensure timely patient flow
- Willingness to learn and apply acquired knowledge and skills to promote the practice

Education

- High school diploma or equivalent

PREFERRED SKILLS

- Communication skills: Verbal and written communication are the most important skills an Administrative Assistant should possess. Appropriate terminology necessary to communicate with patients, families, visitors, staff, and the public is vital to conveying the message with consistency, clarity and compassion.
- Business knowledge: Understanding of controlling expenses while maximizing profit. Ability to learn and apply billing and collection practices to maximize profit for the clinic.
- Flexibility: Ability to multitask and prioritize accordingly. Being able work before or after the designated office hours, when necessary. Also having the ability to work with people of differing ages, backgrounds and personalities.
- Collaborative skills: Ability to work with other medical and administrative professionals in a collaborative effort to prevent, maintain, or improve patient health.
- Listening skills: exercise the role of a patient advocate. Being able to build positive relationships with both with patients and within the organization with by paying attention to the details necessary to benefit positive outcomes.
- Time management skills: Being able to schedule your time effectively. Registering and scheduling patients quickly and seamlessly. Choosing what topics are necessary for patient care and focusing on them. Managed time allows efficiency among staff and patients.
- Organizational skills: Knowing how to effectively schedule, bill, and communicate within the Electronic Medical Record; completing paperwork and expected duties on time.
- Cultural fit: Understands the mission and vision. Being comfortable with gender, age, and cultural diversity among patients, families, visitors, staff and community.

ADDITIONAL NOTES

Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time