

Job Title: Medical Receptionist

Location: Medford, Oregon

Employment Type: Full-Time

Payrate: \$21-25 DOE

Company Overview:

Join our dynamic healthcare team at Advanced Care Life Centers!

Are you tired of working for a company that doesn't value uniqueness and reward hard work and initiative? Are you searching for a growth opportunity to become more in your career? We are committed to delivering the highest quality of service while ensuring a positive and compassionate environment for both patients and staff. If you are passionate about healthcare and eager to contribute to a team dedicated to patient well-being, this may be the perfect role for you.

Position Summary:

We are seeking a detail-oriented and compassionate Medical Receptionist to support our healthcare providers with patient care and administrative tasks. The ideal candidate will have a passion for healthcare, excellent communication skills, hardworking, honest, and the ability to multitask in a fast-paced clinical setting. Medical Receptionists perform a variety of duties in order to support our medical staff and our patients. They are the main liaison acting as a mediator in communication. You will play a vital role in ensuring smooth day-to-day operations and providing exceptional patient care.

Preferred Skills and Qualifications:

- Active listening and communication skills
- Patient focus
- Courtesy
- Multi-tasking
- Flexibility
- Telephone skills
- Customer service
- Time management
- Organization
- Attention to detail
- Scheduling
- Computer skills and word processing
- Professionalism
- Quality focus
- Problem-solving
- Active listening
- Interpersonal relationship building
- Teamwork
- Ethical standards of Honesty and Integrity are a must

Key Responsibilities:

- Answering phones and forwarding calls to the appropriate party, or taking down messages for forwarding later
- Collecting patient information and providing it to relevant medical leads
- Tracking availability and preparing patients before their appointments
- Informing medical staff when a patient has arrived or is waiting
- Ensuring that each patient has the proper documentation and sign-in sheets
- Handling correspondence and file transfers
- Checking on medical staff throughout the day
- Multitasking to balance responsibilities between visitor needs and office availability
- Time management skills for maintaining the focus of office staff and keeping pace with daily tasks
- Understanding of healthcare terminology for relaying medical data
- Excellent communication and people skills and a pleasant demeanor
- Experience in scheduling and tracking patient information/appointments and maintaining supplies
- Training in HIPAA Privacy Rules, understanding patient rights and how to communicate medical histories
- Data entry skills like using electronic-medical record keeping via remote software
- Serves patients by greeting them, answering routine questions, scheduling appointments, and maintaining records and accounts.
- Uses practice management software (PMS), patient portal and appointment reminder systems, mobile applications, and other forms of technology to manage scheduling, interact with patients and providers, and update files and patients' records.
- Welcomes patients and visitors in person or on the telephone and takes detailed messages as needed.
- Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Assists patients in filling out insurance forms and other patient records.
- Arranges hospital admissions, provides referrals, and schedules appointments for medical tests and lab work for patients as needed.
- Keeps patient appointments on schedule by notifying the provider of a patient's arrival, reviewing service delivery compared to schedule, and reminding providers of service delays.
- Minimizes patients' stress by anticipating their anxieties, answering questions, and maintaining a calm and orderly environment in 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, monitoring credit extended to patients, and filing, collecting, and expediting third-party claims.
- Maintains business office inventory and equipment by checking stock to determine inventory levels, anticipating needed supplies, placing and expediting orders for supplies,

verifying receipt of supplies, scheduling equipment service and repairs, and overseeing the delivery of supplies.

- Helps patients in distress by responding to emergencies and solving problems.
- Collects, sorts, distributes, or prepares mail, messages, or courier deliveries.
- Prepares, processes, and archives memos, correspondence, travel vouchers, and other documents.
- Protects patients' rights by maintaining confidentiality of medical, personal, and financial information.
- Maintains operations by following policies and procedures, reporting needed changes.
- Provides directions to the office to new patients, consulting practitioners, and vendors.
- Contributes to team effort by accomplishing related results as needed.

Compensation and Benefits:

- Competitive hourly wage, commensurate with experience
- Health, dental, and vision insurance
- Paid time off (PTO) and holiday pay
- Opportunities for continuing education and professional development
- A supportive and positive work environment

How to Apply:

Interested candidates should submit their resume and a brief cover letter outlining their qualifications and experience to admin@aclcs.me We look forward to hearing from you!