



## **Job Description**

**Position Title:** Receptionist (MRIC)  
**Position of Report:** CEO MRIC  
**Department:** Mid Rogue Imaging Center  
**Revision Date:** 02/01/2014  
**Job Code:** 490

### **Position Summary:**

Work with and assist Providers, medical staff and patients with scheduling diagnostic appointments. Accurately recording patient demographics, case history, insurance information and preauthorization. Initial review, scheduling and processing of referrals by providers.

### **Position Accountabilities:**

- Provide customer service to Providers, medical office staff, patients, as well as internal fellow co-workers
- Ensure payment for services by accurately verifying patient insurance eligibility and benefit coverage in collection from patient.
- Review, analyze, and forecast cancellations, double bookings or changes in schedules.
- Explain objectives and procedures to patients, or forward questions to appropriate physician or staff member.
- Interview patients to complete documents, case histories and forms such as intake and insurance forms.
- Maintaining accurate records and follow-up of provider's orders. Notifying provider offices of scheduled appointments, cancellations and changes.
- Request, verify and scan appropriate orders and screening information and merge it into appropriate location in the patient's power jacket.
- Assist medical offices in connecting to PACS by generating user names in the active directory, adding providers and staff into PACS database and delineating PACS privileges on a user needs basis.
- Assist Technologists with patient positioning as needed
- Comply with all federal/state regulations (compliance timeframes, HIPPA, etc.)

### **Minimum Job Qualifications:**

- High school diploma or general education degree (GED)
- At least two year of recent experience in a medical setting
- Knowledge/familiarity with ICD 10 and CPT coding



- Proficient with PCs and ability to utilize various software programs
- Excellent verbal communication skills
- Ability to read and comprehend a variety of instructions
- Be highly detail oriented
- Be flexible to assist in tasks needed urgently
- Work independently and still be a part of the team
- Maintain a courteous and professional manner with all Providers, Medical Office staff and patients at all times.
- Able to maintain positive attitude during stressful situations with public
- Must be reliable and prompt
- Maintain confidentiality regarding the business, Mid Rouge Health Plan
- Ability to effectively communicate with all members of the health care team, members, families and fellow staff members
- Ability to work extended hours to see issues through to resolution
- Handle stressful and dynamic work situations
- Ability to handle multiple tasks, often within time constraints

**Working Conditions/Equipment:**

Professional Medical Office environment using computers and phone systems. Multitasking while serving patients for reception and scheduling.

**Physical Demands:**

**Key** (Based on typical week):

**N=Never**

**R=Rarely (Less than 1 hour per week)**

**O=Occasionally (1%-33% of time)**

**F=Frequently (34%-66% of time)**

**C=Constantly (over 66% of time)**

Must be able to sit or stand minimum of 8 hours per day using telephone and computer

**Below are specific physical activities associated with this position:**

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
<b><i>Lifting/Carrying</i></b>						<b><i>Twisting/Turning</i></b>					
Under 10 lbs			X			Reach over head					X
11-20 lbs			X			Reach shoulder height					X
21-50 lbs		X				Reach below shoulder					X

<b>Activity</b>	<b>Frequency</b>			<b>Activity</b>	<b>Frequency</b>		
51-100 lbs		X		Bend/Stoop			X
Over 100 lbs	X			Kneel			X
				Crouch/Squat		X	
<b>Pushing/Pulling</b>				Crawl	X		
Under 10 lbs			X	Sit			X
11-20 lbs			X	Stand			X
21-50 lbs			X	Walk-Level Surfaces			X
51-100 lbs		X		Walk-Uneven Surfaces			X
Over 100 lbs	X			Walk-Slippery Surfaces			X
				Climb steps			X
<b>Grasping/Squeezing</b>				Climb ladder	X		
Use of hands			X	Work at heights	X		
Use of wrists			X				
Use of arms			X	<b>Other</b>			
				Keyboard/Ten Key			X
<b>Driving</b>				Fingering (fine dexterity)			X
Automatic Trans				Handling (grasping, holding)			X
Standard Trans				Repetitive Motion - Hands			X
Operate foot controls				Repetitive Motion - Feet			X
				Vibration (equipment use)			X