



## **JOB DESCRIPTION: CLINIC FRONT OFFICE SPECIALIST**

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<b>REPORTS TO:</b>	Clinic Manager	<b>FLSA STATUS</b>	Non-Exempt
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### **JOB PURPOSE:**

The front office specialist performs fundamental roles that supports the clinical team in providing standardized and high quality care. These include but are not limited to various clerical duties such as processing forms, checking patients in and out, answering telephone, taking messages, collecting copays, collecting balances, faxing documents, scheduling appointments, processing medical records and scanning documents. Promotes good customer relations while maintaining an orderly environment.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

1. Philosophy
  - a) Supports the facility's ideology, mission, goals, and objectives
  - b) Performs in accordance with the facility's policies and procedures
  - c) Follows the facility's standards for ethical business conduct
  - d) Conducts self as a positive role model and team member
  - e) Recognizes patients' rights and responsibilities and supports them in performance of job duties
  - f) Respects patients' rights to privacy, dignity, and confidentiality
  - g) Actively participates in facility committees, meetings, in-services, and activities.
  - h) Demonstrates flexibility to perform other duties as assigned
2. Communication
  - a) Communicates effectively and professionally with patients, visitors, physicians, and coworkers
  - b) Interacts with others in a positive, respectful, and considerate manner
3. Financial Practices
  - a) Uses facility resources appropriately and avoids wasteful practices
  - b) Maintains operations by following policies and procedures; reporting needed changes and wasteful practices
  - c) Analyzes work area and makes recommendations for potential cost-effective improvements
4. Compliance Program
  - a) Contributes to the progress and development of the organization's adopted compliance program
  - b) Performs according to established compliance policies and procedures



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5. Safety/Risk-Management Program
  - a) Adheres to safety policies and procedures in performing job duties and responsibilities
  - b) Maintains responsibility for safe work area by reporting to safety officer or designee observed or suspected safety violations, hazards, and policy/procedure noncompliance
  - c) Responds to emergency situations with competence and composure
  - d) Reports observed or suspected medical emergencies, notifies appropriate personnel, and responds appropriately
  - e) Identifies facility emergency situations (e.g., fire, disaster) and notifies appropriate personnel and external agencies
  
6. Professional Competence
  - a) Participates in continuing education and other learning experiences
  - b) Shares knowledge gained in continuing education with staff
  - c) Maintains membership in relevant professional organizations
  - d) Seeks new learning experiences by accepting challenging opportunities and responsibilities
  - e) Welcomes suggestions and recommendations
  
7. Duties
  - a) Exhibits an understanding and commitment to maintaining a friendly and welcoming environment that assures all customers and individuals including patients and clients, physicians, physician office staff, attorneys and nurse case managers are treated with dignity and respect
  - b) Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone; answering or referring inquiries, determine needs and direct accordingly while exhibiting excellent customer service.
  - c) Communicates phone messages to the appropriate staff in an accurate, timely, and effective manner
  - d) Prepares necessary documents daily to assist with clinic prep per physician protocol.
  - e) Optimizes patients' satisfaction, provider time, and treatment room utilization by managing patient appointments on schedule, assist with completion of intake forms, notifying provider teams of arrival and/or reason for all delay in a timely manner
  - f) Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area.
  - g) Maintains accurate patient records by obtaining, recording, and updating personal, referral and financial information.
  - h) Schedules, cancels, and reschedules appointments as necessary.
  - i) Scans all documents into patient's chart in an efficient, accurate, timely manner.
  - j) Be able to interpret Eligibility/verification documents regarding patient benefits.
  - k) Communicate with verifications for coordinating authorization of scheduled tests or injections
  - l) Accurately collect and record patient monies; controlling credit extended to patients



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- m) Ensures the daily charges are posted accordingly in the practice management system and the financial batch is balanced and completed per protocol.
- n) Fulfills release of Medical Information requests according to AOSM policies
- o) Assists Team lead/Manager with surgery quotes

### **SKILLS AND QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each of these tasks satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform these essential functions.

1. Education: High school graduation or GED or one year of related experience and/or training or an equivalent combination of education and experience.
2. Language Ability: Able to read and comprehend simple instructions, short correspondence or memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Spanish speaking is preferred, but not required.
3. Math Ability: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute ratios, rate and percent and to draw and interpret bar graphs.
4. Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
5. Computer Skills: Basic computer skill and operational knowledge are preferred.
6. Certificates and Licenses: None required.
7. Personal Skills: Multi-tasking, Flexibility, Telephone Skills, Customer Service, Time Management, Organization, Attention to Detail, Scheduling, Word Processing, Professionalism, Quality Focus. The ability to work well under pressure and an awareness and understanding of other cultures are also important.
8. Supervisory Responsibilities: There are no supervisory responsibilities for this position.

### **WORKING CONDITIONS:**

1. Walks throughout the clinic occasionally.
2. Sits on a hard or cushioned chair frequently.
3. Lifts up to 40 pounds to and from all levels (floor, waist, shoulder, overhead) on an occasional basis.
4. Carries up to 20 pounds occasionally throughout the clinic.
5. Bends, twists, squats and kneels occasionally.
6. Reaches up to 2 feet overhead/in front of oneself on a frequent basis.



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7. Near-visual acuity with color perception in order to view computer screen and decipher fine print.
8. Manual dexterity adequate for utilizing a keyboard and calculator and processing paperwork.
9. Ability to adapt to simultaneous, multiple and varied stimuli.
10. Auditory acuity for hearing telephone conversation.
11. Clear speaking voice in order to communicate effectively.
12. Be able to handle stressful, uncomfortable situations.

***The job duties listed in this job description may not be inclusive of all requirements of this position. The above statements are not to be construed as an exhaustive list of all responsibilities, skills or duties, requirements, efforts, or working conditions associated with the job. Other duties may be assigned outside of your primary role by your supervisor. This document does not create an employment contract and employment is “at-will”.***

***All positions with ADVANCED ORTHOPAEDICS AND SPORTS MEDICINE are to use due care in the use and communication of patients’ protected health information. It is every employee’s principal job function to ensure patient confidentiality and failure to maintain confidentiality may, and will, result in sanction and/or discharge.***

If you are interested in this opportunity please contact-

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