

**Responsibilities:**

The front office of any organization plays an important role in how it is perceived by the people who visit us. Medical front offices hold as much importance as any other front office as they are the first point of contact for patients and families. Medical front office assistants provide front desk support to a clinic or a medical practice.

**Duties:**

- Greet patients as they arrive and provide appropriate information
- Answer telephone and provide information regarding therapy procedures
- Direct calls and messages to appropriate clinic staff
- Schedule/reschedule patients' appointments
- Obtain patients' information and record it in the database
- Call patients and remind them of their appointments
- Manage filing and record keeping activities
- Maintain inventory of office supplies
- Update patients' insurance information
- Ensure completeness and accuracy of patients' insurance information
- Obtain and process new patients' referrals
- Liaise with insurance companies
- Submit and manage patient insurance authorizations
- Payment processing and deposit preparation
- Some provide medical billing and coding duties
- Submit insurance claims

**Skills and Qualifications:**

- High School Diploma or equivalent required
- Experience in medical office setting
- Knowledge of Microsoft software and electronic medical records software
- Ability to work well under pressure and multi-task.
- Strong interpersonal and customer service skills.

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Signature

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Date