



Experts in Orthopedic Care

PATIENT INTAKE SPECIALIST FLOAT REGIONAL OFFICE

POSITION SUMMARY

Provide customer service and professionalism to support patient flow in the clinic. Assist physician(s) with examination and care of clinic patients, as needed. Work collaboratively with physician(s) to facilitate patient care and physician efficiency.

ESSENTIAL FUNCTIONS

- Greet and welcome patients to clinic.
- Verify and enter all patient demographics and insurance information into the computer system including authorization and referral numbers.
- Balance and batch all cash, checks, and credit card charges collected.
- Schedule follow-up appointments on an as needed basis.
- Take in disability forms.
- Obtain all authorizations and referrals necessary for visits.
- Prepare all documentation for visits including creating charts for new patients.
- Verify insurance eligibility of patients using various internet tools offered by payers.
- Prepare all documentation for visits including creating charts for new patients.
- Collect co-pays, deductibles, and patient responsibility.
- Answer all incoming calls.
- Schedule appointments and respond to all incoming referrals.
- Scan documents into patients' charts.
- Open medical records requests and forward to appropriate department.
- Provide clinical support, as needed, as per scope of practice to include:
 - Assisting physician(s) with patient exams;
 - Preparing work area, exam rooms, and equipment;
- Escorting patients to rooms, taking and recording vital signs, documenting personal information such as allergies and medications within patient medical record;
- Performing daily organizational tasks as defined in the clinic such as locating all x-rays and MRI reports;
- Assisting physician(s) with paperwork for patient care;
- Maintaining patient flow and workflow;
- Working collaboratively as a team member to provide high quality treatment and efficient service to patients;
- Maintaining patient confidentiality;
- Assisting physician to ensure patient has prescriptions called into pharmacy and completed in the medical record;
- Checking and answering voice mail messages, including appropriate documentation and management of patient phone messages and all pertinent follow-up to include but not limited to coordination of patients appointments, diagnostic testing, prescription refills and general medical inquiries (within individuals scope of practice according to their credentials);
- Performing patient clinical histories; to include subjective, objective, and assessment techniques under the direction of physician;
- Performing organization and administration responsibilities, to include record keeping of performed clinical histories by dictating clinical information obtained;
- Applying casts, splints, dressings, and DME products, as directed;
- Removing splints, dressings, casts, sutures, and staples as directed;
- Cleaning examination rooms and equipment after examinations;
- Sterilizing or coordinating the sterilization of all instruments;
- Ensuring adequate stock of instruments and supplies and order, as needed;
- Perform other responsibilities associated with this position as deemed appropriate.

GENERAL COMPETENCIES DESIRED

- Ability to be a team player
- Ability to multi-task and prioritize responsibilities
- Ability to learn and understand complexities of medical and insurance terminology
- Ability to correlate and adapt to changes within insurance processes and eligibility verification
- Ability to maintain confidentiality of patient information
- Strong interpersonal and communication skills (oral and written)
- Detail-oriented paying specific attention to accuracy
- Strong PC, and data entry skills with a minimum typing speed of 35 wpm

PHYSICAL DEMANDS

Requires full range of body motion including handling and lifting patients, manual and finger dexterity and eye-hand coordination. Work may require sitting, standing and walking for long periods of time; also stooping, bending and stretching. Occasionally lifting files or paper weighing up to 30 pounds. Requires manual dexterity sufficient to operate a keyboard, calculator, telephone, copier and such other office equipment as necessary. It is necessary to view and type on computer screens for long periods and work in an environment which can be very stressful.

CREDENTIALS DESIRED

Must have a high school diploma or equivalent. Prior relevant work experience in a medical front office supporting surgeons, physicians, or other allied health professionals preferred.