



**Position Opening:** Medical Office Assistant

**Department:** General Surgery

**Schedule:** Fulltime (1.0 FTE)

**Wage:** \$17.59- \$19.04

**Summary:** Providing quality customer service to patients by greeting them in person and on the telephone, scheduling appointments and maintaining patient demographics in EHR. Work in a professional manner that keeps the medical office running efficiently.

**Essential Duties and Responsibilities** include the following:

- Welcomes patients and visitors in person and on the telephone.
- Optimizes patient satisfaction and provider time by scheduling and coordinating patient appointments.
- Assist patients in completing all necessary registration forms.
- Register new patients and updates existing patient demographics.
- Verifying patient insurance.
- Keep patient appointments on schedule by notifying back office staff of patient's arrival. Communicating with patients and clinical staff of any delays.
- Maintain patient waiting areas and front-desk areas in an organized manner.
- Scanning and indexing patient records into EHR.
- Call patients daily to confirm next day appointments.
- Collect copays and insurance deductibles.
- Daily deposits and balancing cash box.
- Protects patient confidentiality by making sure protected health information is secured by not leaving PHI in plain sight and logging off the computer before leaving it. Adheres to HIPAA requirements.
- Retrieving faxes and delivering to appropriate staff.
- Faxing information as needed.
- Regularly attend staff and department meetings.
- May be required to travel to other locations.
- Other duties as assigned.

**\*\*Must pass pre-employment drug screen and background checks**

**Benefits include:** Medical, Dental, Vision, Life Insurance, 403(b) Retirement plan and Paid Time Off.