

Front Office Job Description:

- Check in Pts (Patients)-
 - Greet Pts
 - Take copies of insurance cards using desk scanner
 - Register Pts information in account using computer
 - Scan pt paperwork using desk scanner
 - Take pt payment and post into account using computer
 - Introduce pts to spa
 - Assist pts requests and needs during arrival and wait time in lobby
 - Take phone calls as needed from other departments or appt calls

- Check Out Pts-
 - Take pt payment and post into account using computer
 - Print pts receipt and give to pts
 - Make pts return/recall appt using computer
 - Assist pts requests and needs after appt
 - Communicate with back tech department for verification as needed
 - Closing-
 - Balance cash drawer at end of day
 - Lock up closing deposit/cash drawer in safe
 - Lock doors
 - Turn off lights/music
 - Set alarm when leaving

- Take phone calls as needed from other departments or appt Appointments-
 - Take phone calls from pts and make appts appropriately using computer and following protocols
 - Register Pts information in account over phone using computer and following protocols
 - Get insurance authorization online for VSP/EyeMed
 - Confirm next days appts
 - Take phone calls as needed from other departments

- Grants Pass-
 - Drive to Grants Pass location and open or close at least once weekly, could be more.
 - Perform all duties listed above throughout day.