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**Coastal Medical Position Description**

**Company:** Coastal Medical, Inc.

**Title:** Medical Secretary

**Reports To:** Practice Manager

**Supervises:** None. Required to work collaboratively with others.

**Job Summary:** Assist physicians in providing high-quality patient care, while exhibiting strong customer service skills to all patients and the overall practice.

**Essential Functions of the Position (***Illustrative Examples Included***)**

* Responsible for answering phones, scheduling appointments, checking patients in and out from their appointment and coordinating specialist appointments for patients
* Collects patient balances, copays, and credit cards at time of service
* Reviews lists of patients who need appointments and calls to schedule when due
* Verifies demographics and insurance carrier information for every patient
* Assists patients with Kiosk sign in
* Complies with OSHA and DOH standards
* Schedules, coordinates, and tracks STAT patient referrals and pre-authorizations
* Adheres to Coastal Medical guidelines for protecting patients’ demographic, clinical and financial information
* Provides superior customer service and outstanding patient care
* Attends meetings/workshops as they relate to current position and office workflows
* Performs other miscellaneous job-related duties as assigned

**Education and Experience**

* High School Diploma or equivalent
* Certification as a Medical Secretary or previous training in Office Administration
* At least one year of prior experience as a Medical Secretary/Receptionist
* Familiarity using an Electronic Medical Record (EMR)

**Knowledge, Skills and Abilities**

* Strong oral and written communication skills
* Team-oriented personality
* Ability to multi-task and operate under pressure
* Excellent organizational skills with superb attention to detail
* Ability to show superb care and compassion when dealing with patients
* Professional appearance and demeanor

**Physical Effort and Dexterity**

* Sit and stand for prolonged periods of time
* Work and communicate with all departments of Coastal Medical
* Excellent hand/eye coordination
* Lift up to 15 pounds
* Manual dexterity to operate personal computers and standard office machines and equipment as it pertains to one’s position

**Visual Acuity, Hearing and Speaking**

* To transfer information from paper to computer, from computer to computer, and to communicate in person and on the telephone

*\*This position description does not list all duties of the position. The employee may be asked by his or her supervisor, manager, or director to perform other duties. The employee will be evaluated in part based on the performance of the tasks contained herein.*

**Signatures**

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please Print)

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*August 2019*