



# BELIEVE THERAPIES

therapy that works

## DIVISION 2: RECEPTIONIST JOB DESCRIPTION

### PURPOSE

To oversee the front desk of the company, handling and routing patients, with minimum time loss to therapist's production. The receptionist is the first face-to-face interaction our customers have with Believe Therapies, as such, it is the receptionist's responsibility to educate clients on all company policies and strive to maintain good communication between the client and the company.

### PRODUCT

High volume of kept client appointments.

### POST FUNCTIONS

- Ensuring the internal and external communications of the company flow smoothly and efficiently.
- Overseeing the setting of client appointments efficiently and for maximum production (block booking to the authorization, ensuring schedule is "clean" – minimized double bookings, evaluations, reevaluations, and progress notes are on evaluating therapists, type time is entered, holidays are re-scheduled, flex schedule is maintained, etc.).
- Ensuring that appointments are kept by clients (confirming all appointments, re-scheduling, tracking no-show and cancelled appointments through creating of make-up appointments, maintaining sign in-out sheet, etc.).
- Ensuring the collection of all client payments prior to treatment.
- Establishing and maintaining client's chart (e.g., demographic information, contacts) and documents (driver's license, current insurance card, intake paperwork, financial agreements, medical record requests, work/school note, etc.) according to established procedures; scheduling appropriate workflows to update other staff of any changes (change of PCP, change of insurance, etc.).
- Maintain HIPAA compliance regarding all clients.
- Provide excellent customer service to all clients, including but not limited to professional and courteous greetings and verbal exchanges (phone and in person), assisting clients with all needs as appropriate, or transitioning clients to the appropriate staff member, and portraying the company in a positive manner with appropriate self-presentation and tidy workspace and waiting room/area.
- Maintain the well-being and safety of the clients while they are in the waiting room.
- Handle mail coming into and going out from clinic.
- Keeping record of all above functions daily in a way that there is a paper trail for all production (e.g., workflows, tasks, sign-in sheets, EOD, communication logs, email, etc.)
- Keeping track of all personal statistics and productivity and submitting them timely.
- Perform other duties as delegated, required or requested.

## **SKILLS NEEDED**

Applicants for the receptionist position should be comfortable with multitasking. They must possess high communication skills (verbal and written), great control, enjoy working with others at all levels, and sincerely have a passion for patient care. Must maintain organization and must be resourceful and proactive when issues arise. Must demonstrate excellent time management skills and problem-solving skills. Prediction of schedules and promises are very key, so it is up to you to stay on top of everything. Must keep great PR with our public, in person, over the phone, or via email.

## **QUALIFICATIONS**

- High school diploma or equivalent.
- Previous experience in a receptionist role, preferred but not required.
- Experience with scheduling for multiple providers, medical insurance and authorization, preferred but not required.
- Basic understanding of computers and Microsoft Office applications.

## **SCHEDULE**

This position is Full-time, Monday through Friday 8:00am - 5:00pm. Attendance is very crucial in this position so all time-off requests must be worked out beforehand when possible.

## **MAIN STATISTICS AND PRODUCTION QUOTAS**

- Percentage of Arrival
- Cancellations and No Shows

Quotas will be set weekly or monthly (depending on the statistic) and are expected to be met within the first 30 days and consistently thereafter. The expectation is that all statistics will be maintained at the condition of Normal or better.

## **VALUABLE FINAL PRODUCT**

High volume of client appointments kept, translating to a high percentage of arrival.