

CORNERSTONE FAMILY MEDICAL & URGENT CARE

Full-time Front Office Staff/Receptionist

Position requires basic understanding and knowledge of medical practice operations and patient care. The candidate should possess the ability to positively communicate with patients, coworkers, and supervisor. Must be willing to take initiative and be a collaborator.

List of Responsibilities/Duties:

- Greeting patients professionally both in person and on the phone
- Check patients in and out, scheduling the next appointment if necessary.
- Conduct confirmation calls for appointments.
- Pull next day's patient charts and organize per scheduled appointment time.
- Prepare new patient charts.
- Print daily close out reports on scheduling system and review for accuracy.
- Check email and forward it to the appropriate staff member.
- Organize and maintain file system.
- Keep the front desk and lobby area clean.
- Optimizing provider schedules and patient satisfaction with efficient scheduling
- Comforting patients by anticipating anxieties and effectively answering questions.
- Verifying financial records and collecting patient co-payments
- Maintaining office inventory and equipment by anticipating supply needs and expediting supply orders
- Maintains patient confidentiality and protects operations by keeping patient care information confidential.
- Assist MA's and physicians as needed.
- Assist with other clinical and clerical duties to ensure optimization of patient experience within the practice.

Schedule: Day Shift: Monday to Thursday 7:15a-5:30p

Education/Experience:

Associate's degree or above desired

Certified Medical Office Professional (Preferred)

Customer Service: 2 years: In person

Knowledge of Medical Office Operations (Preferred)

Computer Skills: Must be familiar with MS Office, including Excel.

Minimum Demonstrated Skills:

Motivated to learn and be part of a growing medical clinic

Consistent professionalism, is energetic and empathetic with patients.

Demonstrates flexibility in job assignment.

Experience with electronic medical records (EMR) or ability to learn EMR systems quickly and efficiently.

To Apply: Email resume to Georgia Buckley at

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