



## Job Description

Job Title: Receptionist Physical Therapy  
Department: Operations  
Reports To: Receptionist Team Lead  
FLSA Status: Nonexempt

Prepared By: Receptionist Team Lead  
Approved By: Practice Administrator  
Date: 10/18/17 rev. 4/3/18 rev. 3/25/21

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### Basic Function

1. Demonstrate the best first impression of the practice for patients and visitors while maintaining front desk office operations.
2. Act as a liaison for patients, customers, vendors, etc. by displaying polite, professional behavior while performing basic clerical functions.

### Responsibilities

1. Welcomes patients and visitors by kindly greeting them upon walking into and exiting the practice.
2. Interacts with patients and visitors in a courteous manner.
3. Answers patient questions regarding office visit.
4. Checks schedule throughout the week in search of any PRN or part time PTs or PTAs that can be flexed off or have their schedules adjusted.
5. Ensures that all patient demographics and financial information is up to date, and insurance policy is active.
6. Collects patients' financial responsibility at time of check in (i.e. copays, deductibles, co-insurances).
7. Facilitates patient flow by notifying the provider of patients' arrival, being aware of delays, and communicating with patients and clinical staff.
8. Protects patients' rights by maintaining confidentiality of personal, medical, and financial information. (i.e. never leave PHI in plain sight, log off computer before leaving workstation).
9. Responsible for answering all physical therapy phone calls through the phone tree.
10. Calls patients if they have not arrived after 15 minutes of their scheduled appointment time and cancels or reschedules the appointment accordingly.
11. Prints next day's patient evaluation paperwork.
12. Operate standard office equipment to include:
  - VoIP telephone and switchboard
  - copy/facsimile machine
  - payment scanners
  - EMR system
  - printer
  - computer
  - ID and insurance card scanner
13. Perform other related duties as assigned.

### Scheduling

1. Calls patients, once order is approved through insurance, to schedule physical therapy evaluations
2. Purges and audits schedule weekly to ensure that patients have follow up appointments or are discharged accordingly



3. Schedules daily appointments weeks in advance, according to instructions in order, at time of check out.

### **Skills**

- Knowledge of electronic medical record and word processing software.
- Ability to perform redundant tasks with minimal error rate.
- Ability to use good judgment in the course of contact with physicians, patients, staff, etc.
- Possess a strong work ethic and a high level of professionalism.
- A team player who handles multiple projects simultaneously in a fast-paced environment.
- Outstanding positive attitude
- Excellent diplomacy skills and is able to communicate with tact in a non-threatening manner

### **Education/Training**

Degree: High School Diploma or Equivalent

### **Experience**

Customer service experience preferred.  
Prior medical office experience preferred.  
Spanish-speaking preferred.

### **Employee Acknowledgment of Job Description**

I have received a copy of the job description for the position I was hired to perform. I have read this job description, and I completely understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or Human Resources.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor. I have discussed any questions I may have had about this job description prior to signing this form.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date