

- **Optometry Receptionist**

- **Primary Responsibilities:**

- Greet, assist and provide a friendly atmosphere for initially as they enter the clinic.
 - Direct the flow of patients in office
 - Collect all patient information as they enter the clinic and enter it into the EHR.
 - Check in patients and provide patient forms.
 - Copy all supporting documents needed for insurance billing and verification (ie. ID's and insurance cards)
 - Confirm accuracy and completion or updating patient demographics in the electronic medical record.
 - Direct patient flow through the rest of the clinic.
 - Check all clinic patients out and close out the exam procedures.
 - Verify patient insurance and calculate patient responsibility.
 - Calculating patient charges and collecting the fees/ co-pays when applicable.
 - Ensure all information is accurate for posting (Ex. Check that the chart is completely filled in)
 - Ensure that all HIPAA rules and regulations are in compliance and followed in the front patient waiting area.
 - Answering phone calls, text messages in a professional manner and directing the phone traffic.
 - Taking messages and responding / following up on them until completed fully
 - Booking Appointments
 - Confirming all appointments prior to appointment date/time
 - Light cleaning/sanitizing
 - Assisting patients in placing contact lens orders
 - Dispensing Contact Lens orders/trials
 - Managing patient record requests
 - Processing referrals to outside providers or the Tecumseh location