

## **RECEPTIONIST JOB RESPONSIBILITIES**

BE PREPARED TO BEGIN YOUR DAY **AT LEAST ONE HALF HOUR** BEFORE PATIENTS ARRIVE which means: Computer is on, Lytec, Medinotes and Email windows are open and a PRINTED schedule is in front of you for the day WITH co pay information, updates needed and billing statements

### **PATIENT RELATIONS:**

**WELCOME** PATIENTS TO CKPA AS THEY COME THROUGH THE DOOR WITH A SMILE AND EYE CONTACT

VERIFY PATIENT'S NAME WITH APPOINTMENT

VERIFY PATIENT'S CURRENT INSURANCE

FOR A NEW PATIENT: GIVE THEM A RED FOLDER, ASK THEM IF THEY HAVE COMPLETED PAPERWORK WITH THEM (we may have sent out, emailed or they may printed off the new patient packet) IF NOT, GIVE THEM A NEW PATIENT PACKET

ASK PATIENT FOR THEIR CURRENT INSURANCE CARD(S)

COLLECT CO PAY PAYMENT FOR NEW PATIENTS AND ESTABLISHED PATIENTS WHEN APPLICABLE; ALSO COLLECT ACCOUNT PAYMENT

ANSWER ANY QUESTIONS POSSIBLE

CHECK PATIENT IN ON DAILY CHECK IN SHEET WITH NAME AND TIME

ANNOUNCE TO THE BACK OFFICE PATIENT HAS CHECKED IN BY USING THE WALKIE TALKIES

INFORM THE PATIENT(S) IF THERE IS A WAIT – REASSURE THE PATIENT THE WAIT WILL NOT BE VERY LONG—**FOLLOW UP** BY UPDATING THE MA’S WHO IS WAITING IN LOBBY

KEEP TRACK OF PATIENTS ON CHECK IN/OUT LIST TO HELP WITH TRAFFIC CONTROL

COLLECT PAYMENT OF OVER THE COUNTER (OTC) ITEMS  
COLLECT THE OTC SHEET TO BE PUT INTO THE MONEY BAG

KEEP DAILY LOG SHEET OF **ALL** MONIES COLLECTED

\*UPDATE PATIENT INFORMATION:

FACE SHEET, MEDICINES, ALLERGIES AND INSURANCE  
**AT LEAST ONCE A YEAR/ ALWAYS ASK IF INSURANCE HAS CHANGED**

\*ANSWER PHONE PROFESSIONALLY AND WITH A SMILE

IN YOUR VOICE WITH THE CKPA GREETING:

**WELCOME TO CENTRAL KANSAS PODIATRY THIS IS \_ (your name)  
\_\_\_\_\_ HOW MAY I HELP YOU RESOLVE YOUR FOOT CARE NEEDS?**

\*ANSWER THE PHONE WITHIN 2 RINGS. WHEN NEEDED ASK IF YOU CAN PUT THEM ON HOLD SO YOU CAN ANSWER ANOTHER LINE. TRY TO MAINTAIN AS SHORT AS HOLD TIME AS POSSIBLE. TAKE MESSAGES IF NEEDED TO CALL BACK TO FURTHER ASSIST PERSON(S) ON THE PHONE

**COMPLETING APPOINTMENTS IN LYTEC:**

MAKE APPOINTMENTS ACCURATELY AND EFFICIENTLY

\* **PHONE CALL APPOINTMENTS:** ASK WHICH OFFICE LOCATION: 933 TOPEKA, 1515 S CLIFTON OR THE EL DORADO OFFICE DETERMINE IF PATIENT IS AN ESTABLISHED PATIENT OR A NEW PATIENT

**A NEW PATIENT PHONE APPOINTMENT REQUIRES:**

LAST NAME FIRST NAME MIDDLE INITIAL ADDRESS PHONE NUMBERS:  
HOME AND WORK BIRTHDATE MARTIAL STATUS INSURANCE CO PAY  
(if applicable) INSURANCE(S), INSURANCE ID#, GROUP # INSURANCE  
PHONE NUMBER (customer service / eligibility are couple key words for patient  
to look for to find best phone number for insurance) NAME OF INSURANCE  
HOLDER DATE OF BIRTH OF INSURANCE HOLDER EMPLOYER  
PRIMARY CARE DOCTOR

REASON(S) LOOK AT YOUR PHONE TRIAGE FOR THESE ANSWERS:  
DIABETIC, OPEN SORES, HAMMERTOES, BUNIONS, CALLUSES, WHERE  
IS THE PAIN: ARCH, BALL OF FOOT, ON TOP OF TOES, FIRST THING IN  
THE MORNING, INGROWN AND IF INGROWN IS IT: RED, HOT TO THE  
TOUCH, SWOLLEN, FEVER, DIABETIC, AND OOZING. THE MORE  
INFORMATION THE BETTER

CONFIRM TO THE NEW PATIENT: OFFICE LOCATION, TIME (**confirm  
15min BEFORE scheduled time**) AND WHICH DOCTOR THEY WILL BE  
SEEING.

\*FOR **ESTABLISHED** PATIENTS DOUBLE CHECK LAST TIME PATIENT  
WAS LAST SEEN (will need to add extra time to appointment if it has been over  
3yrs) SELECT A DAY AND TIME BE SURE THE APPOINTMENT IS ON THE  
SCHEDULE FOR THE CORRECT DOCTOR THE PATIENT WISHES AND /OR  
NEEDS TO SEE BE SURE TO GET ALL INFORMATION POSSIBLE: what is  
the reason for the appointment, which foot or toe(s), ball area of foot, ankles, side of  
foot (feet), diabetic any useful information to better serve the patient

IF THE PATIENT STATES THEY HAVE AN INGROWN: BE SURE TO ALWAYS ASK IF IT IS INFECTED, RAW SKIN EXPOSED, OOZING, WARM OR HOT TO THE TOUCH, RED, FEVER, AND IF THE PATIENT IS DIABETIC (ask as many questions to get complete information) DIABETIC ULCER: ALWAYS ASK IF IT IS INFECTED, RAW SKIN EXPOSED, OOZING, WARM OR HOT TO THE TOUCH, RED, THE DURATION OF THE ULCER \*THESE ISSUES ARE AN EMERGENCY TYPE APPOINTMENT ALWAYS CHECK WITH ONE OF THE DOCTORS BEFORE SCHEDULING

\*FOLLOW UP APPOINTMENT IN OFFICE:

ACKNOWLEDGE THE MA AS QUICKLY AS POSSIBLE WHEN THEY WALK UP TO THE FRONT DESK WITH THE PATIENT

**ASK MAs QUESTIONS** IF THEY DO NOT PROVIDE INFORMATION, SUCH AS RIGHT, LEFT, ANKLE, 1<sup>ST</sup> DIGITS, WHICH DR THEY NEED TO SEE, ETC..

**\*SHEDULING:**

**SCHEDULE NEW PATIENTS HEAVIER IN THE MORNING SINCE THERE ARE MORE ASSISTANTS.**

**ALWAYS CHECK WITH WENDY OR A DOCTOR BEFORE YOU ADD A PATIENT FOR THE PRESENT DAY AND/OR IN AN EMERGENCY. SPACE THE NEW PATIENTS AS MUCH AS POSSIBLE TRY FOR AT LEAST 15MIN A PART**

**WEST SIDE:** (2ND THURSDAY OF EACH MONTH)

**WE BEGIN AT 2PM END WITH LAST PATIENT AT 5:30PM**

**ONLY SCHEDULE APPOINTMENTS OF:** DEBRIDEMENT FOLLOW UP ON INGROWNS NEUROMA CALLOUSES WARTS PICK UP OF SHOES AND ORTHOTICS ALL OTHER APPOINTMENTS **MUST** GO TO CENTRAL OR SOUTH NO XRAYS AT WEST

**\*PRE OP PATIENTS:**

THESE APPOINTMENTS ARE ONLY SCHEDULED AT CENTRAL OFFICE (933 N TOPEKA) WITH LINDA. INCLUDE WHAT TYPE OF SURGERY, RIGHT OR LEFT ALWAYS EMAIL LINDA AFTER SCHEDULING PRE OP SO SHE WILL KNOW WHAT DAY AND TIME

**\*CONSULTS:** BE SURE TO SCHEDULE ON DR. BASSI'S SCHEDULE

**\*SCHEDULE FOR SHOE PICK UP:** SHOES CAN BE SCHEDULED ANYTIME AS LONG AS THERE IS A DOCTOR. JUST MAKE SURE AN MA IS AVAILABLE

LOOK IN LYTEC FOR NEXT APPOINTMENT, IF THERE IS NOT ONE CALL PATIENT AND SCHEDULE SCHEDULE AS QUICKLY AS POSSIBLE

SCHEDULE ALL APPOINTMENTS AS CLOSE AS POSSIBLE TOGETHER; THIS CAN BE DONE BY NOT OFFERING TOO MANY CHOICES TO THE PATIENT

**DO NOT HESITATE TO ASK WENDY OR EITHER DOCTOR WHEN YOU ARE IN DOUBT OF THE SCHEDULE**

**\*CALLING TO CONFIRM APPOINTMENTS THE DAY BEFORE:**

TAKE A MOMENT TO LOOK AT THE SCHEDULE. YOU MAY BE ABLE TO MOVE PATIENTS UP AND POSSIBLY ADD MORE PATIENTS OR LIGHTEN A HEAVIER SCHEDULE

MUST CONFIRM: OFFICE LOCATION, TIME, AND DOCTOR

WHEN WE HAVE CANCELLATIONS THE APPOINTMENT MUST BE MOVED OVER INTO THE SURGERY (SX) COLUMNS. DO NOT DELETE THE APPOINTMENT. ALSO A BLANK NOTE MUST BE ENTERED INTO PATIENTS CHART IN MEDINOTES AS TO WHY THE PATIENT CANCELED

### **\*\*DAILY TASKS:**

ANSWER PHONE GREET PATIENTS SCHEDULE PATIENTS COLLECT MONEY FOR: CO PAYS, OTC ITEMS, OR ACCOUNT PAYMENTS KEEP DAILY PAYMENT SHEET WITH CORRECT INFORMATION SCAN: **ALL SCANNING WILL BE FINISHED BEFORE GOING HOME**

WELCOME LETTERS EMAILED TO NEW PATIENTS OR PRINT OUT NEW PATIENTS LETTERS PRINT PRIMARY CARE PHYSICIANS LETTERS ARE PRINTED FOR:

- (A) NEW PATIENTS
- (B) AS NEEDED PER OUR DOCTORS REQUEST
- (C) ANY TESTING WE PERFORM OR SEND PATIENT OUT FOR A PROGRESS LETTER TO PRIMARY CARE PHYSICIAN (PCP) WILL BE PRINTED AND SENT OUT

THESE LETTERS TO PCP MAY INCLUDE: ULTRASOUND GAITSCAN VPT ABI BIO RESULTS (after they are read to the patient) MRI

HOSPITAL CONSULT OTHER DAILY DUTIES MAY INCLUDE: FAX COPY MAIL MARKETING MAINTAIN COPIER i.e.: load paper, toner, ink, etc... UPDATE PATIENT INFORMATION CHECK CURRENT REFERRALS FOR PATIENTS CALL TO CONFIRM APPOINTMENTS AT ALL OFFICES FOR THE NEXT DAY PREPARE SCHEDULE WITH CO PAY INFORMATION AND PRINT FACE SHEET AND MED LISTS THAT NEED UPDATED