

## **CASCADE MEDICAL CENTER**

### **SUBJECT: JOB DESCRIPTION PHYSICAL THERAPY RECEPTIONIST**

#### **A. JOB SCOPE AND PURPOSE**

To ensure high quality service to patients, physicians, and appropriate customer groups.

#### **B. JOB FUNCTIONS**

1. Maintain patient confidentiality according to HIPPA regulations.
2. Basic phone triage duties including directing the call to the appropriate location (i.e. billing, nurse's station, provider, medical assistant, etc.).
3. Patient calls – determine if the call is for an appointment, billing, etc. Ensure that any messages to providers are delivered in a timely matter.
4. Assist Physical Therapist & Physical Therapist Assistant in making any phone calls as requested by providers.
5. Patient Scheduling
  - a. the receptionist is responsible for determining the type of patient visit and duration through the use of appropriate questioning of the patient. An initial evaluation is scheduled for 60 minute appointment with a Physical Therapist. Follow up appointments, including progress notes are scheduled for 30-45 minutes with a Physical Therapist or Physical Therapist Assistant.
  - a. The receptionist is responsible for informing patients that all patient responsible payments are due at the time of service.
6. Pre-registration
  - a. The receptionist is responsible for pulling and organizing new patient clipboards for the following day.
  - b. The receptionist will contact the patient's scheduled for the following day to remind them of the visit and payment due at time of service.
  - c. The receptionist will contact the new patient's insurance company to ensure current eligibility and copay amount due at time of service.
7. Patient Check-in
  - a. The receptionist will confirm patient identity and contact information upon patient arrival.
  - b. Complete necessary paperwork for financial assistance as needed.
8. Patient Check-out
  - a. The receptionist will check out each patient following their visit and collect any fees due at the time of service.

#### **QUALIFICATIONS**

Education: High School preferred, with ability to read, write and speak English. Able to do simple mathematics.

Experience: Preferred one-year experience in a hospital, clinic, or related experience.

Health: Good physical and mental health and personal hygiene

Dexterity and

Physical Demand: Requires frequent use of computers, movement around the clinic, as well as possibly sitting for long periods of time.

Job Requirements: Knowledge of computers and some computer programming.  
Meet or exceed customer needs in a caring, efficient and cost effective manner, demonstrate honesty, and maintain complete patient confidentiality according to HIPPA regulations.

D. BASIC CONDITIONS OF EMPLOYMENT STANDARDS

Those outlined in general hospital policy on:

1. Customer Service
2. Quality
3. Professional Conduct
4. Personal Conduct
5. Competency

E. WORKING ENVIRONMENT

Risk of exposure to (check those that apply and list "other")

<input type="checkbox"/>	Blood & bodily fluids	<input type="checkbox"/>	Latex	<input checked="" type="checkbox"/>	Odors, chemicals
<input checked="" type="checkbox"/>	Disease	<input type="checkbox"/>	Hazardous drugs	<input type="checkbox"/>	Other: _____
<input type="checkbox"/>	TB (to require mask)	<input checked="" type="checkbox"/>	Mechanical/Electrical	<input type="checkbox"/>	Other: _____

F. PHYSICAL REQUIREMENTS

Please complete based on a normal day's work.

Employees are asked to sign a statement indicating whether they can perform the essential functions of their position. Requests for accommodation will be considered on an individual basis.

<u>Classifications</u>	Max	Frequent	Occasional	This Job
Sedentary	10 lbs.	-	-	
Light	25 lbs.	10 lbs.	-	<b>X</b>
Medium	50 lbs.	25 lbs.	10 lbs.	
Heavy	100 lbs.	50 lbs.	20 lbs.	
Very heavy	>100 lbs.	-	-	

	Frequent > 60% of day	Occasional 30% of day	Limited Up to 30% of day
Sitting	<b>X</b>		
Twisting/turning from waist		<b>X</b>	
Standing		<b>X</b>	
Climbing			<b>X</b>
Crawling			--
Left/right foot movement		<b>X</b>	
Walking		<b>X</b>	
Bending		<b>X</b>	
Stooping		<b>X</b>	
Kneeling			<b>X</b>
Squatting			<b>X</b>
Push/pull objects on roller/wheel			<b>X</b>
Push/pull objects not on rollers/wheels			<b>X</b>
Reaching above shoulder level		<b>X</b>	
Reaching below shoulder level		<b>X</b>	
Moving objects horizontally (left to right)		<b>X</b>	
Moving objects vertically (up and down)		<b>X</b>	

Handing (holding, grasping, working with hands)		<b>X</b>	
Fine finger manipulation (size, shape, temperature, texture by finger receptors)	<b>X</b>		

	Check If Appropriate
Senses needed to perform essential functions of the position: Hearing, talking, depth perception, color, vision, touch and smell.	<b>X</b>
Maintain a stable posture and gait with hands free to perform anticipated or routine and emergent patient care.	
Endurance (cardiovascular fitness)	
Physically and mentally able to work extended hours when necessary	<b>X</b>

I have read the job description above and agree that I am qualified and able to perform the job to the best of my ability:

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Administrator Signature

\_\_\_\_\_  
Date