

Qualifications - Physician Office Secretary - Requisition: 14683

Position

Summary

The Physician Office Secretary provides consistently courteous, friendly, and professional customer service.

Responsibilities

1. Provides consistently courteous, friendly, and professional customer service.
2. Responsible for scheduling appointments, registering patients, verifying insurance coverage and eligibility, posting office and hospital charges, collecting and securing payments, performing end-of-day balancing and reconciliation, facilitating patient referrals and completing forms and documents.
3. Also responsible for office typing, retrieving and filing charts and chart documents, answering the phone, mail distribution and assisting and/or answering questions from parents/patients within specified guidelines.
4. Assists all personnel on the office team and provides cross-coverage for other secretaries within all CHPA offices as needed.

Other Information

Technical Expertise

1. Exhibits a professional and courteous manner.
2. Ability to work under pressure and works well as part of a team.

Education and Experience

1. Must be a high school graduate and have demonstrated excellence in customer service, interpersonal, and telephone skills.
2. Medical office billing experience and training in medical terminology preferred.
3. Must have basic computer experience, filing ability, good keyboarding skills, and excellent organizational skills.

Responsibility Groups

Appraisal Criteria	Active
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Detailed Responsibilities

Responsibility	Description	Appraisal Criteria	Active
PHYSOFFSECY 01	Responsibilities include but are not limited to the following: scheduling appointments; registering patients; verification of insurance coverage and eligibility; posting office and hospital charges; collecting and securing payments; performing end-of-day balancing and reconciliation; facilitating patient referrals; and completing forms and documents.	Yes	Yes

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Responsibility	Description	Appraisal Criteria	Active
PHYSOFFSECY 02	Responsible for office typing, retrieving and filing charts and chart documents, answering the phone, mail distribution and assisting and/or answering questions from parents/patients within specified guidelines.	Yes	Yes
PHYSOFFSECY 03	Able to prioritize and execute tasks in a timely and efficient manner and completes assignments during scheduled working hours.	Yes	Yes
PHYSOFFSECY 04	Assists all team members and provides cross-coverage for other physician office secretaries within the ACHP network of offices.	Yes	Yes
PHYSOFFSECY 05	Performs other assigned tasks to promote efficient practice operation and contribute to the delivery of quality patient care.	Yes	Yes
PHYSOFFSECY 06	May be required to provide cross-coverage, as needed.	Yes	Yes

Competencies

Essential

Position Education

Essential

Position Credentials

Essential

Position Working Conditions

Essential

