



Front Desk Receptionist & Chiropractic Assistant

Job Description

The position of Front Desk Receptionist is a customer service and clerical position.

Requirements:

- ✔ Prior work in a Chiropractic Office is required.
- ✔ Ability to multi-task.
- ✔ Meticulous and detail-oriented and rarely makes mistakes.
- ✔ Warm, friendly, and engaging personality.
- ✔ High school diploma, college degree preferred.
- ✔ Be (or become) a Registered Chiropractic Assistant with the state of Florida.
- ✔ Be (or become) a Public Notary with the state of Florida.
- ✔ Maintain excellent personal hygiene.
- ✔ Exceptional customer service skills.
- ✔ Excellent written and oral communication skills.
- ✔ Excellent prioritization & organizational skills. (Detail-oriented!)
- ✔ Ability to work independently as part of a team.
- ✔ Must have a sense of urgency and ability to manage highly sensitive and stressful situations.
- ✔ Ability to extract pertinent, confidential information with high degree of diplomacy.
- ✔ Must be able to successfully pass a criminal background check and drug screen.
- ✔ Comply with all aspects of HIPAA, OIG and other government regulations of compliance.

Preferences:

- ✔ Prior experience working with ChiroTouch EHR software program is PREFERRED.
- ✔ Experience with Cash Practice Systems a plus.
- ✔ Basic knowledge of billing, coding, and personal injury is preferred.

Physical Demands of the Position:

- ✔ This position is largely sedentary (seated) with the successful candidate being able to stand, bend, squat, and move throughout the office as needed.
- ✔ Must be able to lift 45 pounds.
- ✔ Must be able to answer the phone with a handset or headset.
- ✔ Must be able to perform the duties of this position.

Work Hours:

- ✔ Office hours as determined by the Practice Manager and Doctor.
- ✔ M-Thur 8-12 & 1:30-6 (34 hours per week). Closed Fridays.
- ✔ Ultimately, hours are based on patient flow and staff is expected to be here no less than 30 minutes before patient hours start and staff do not leave until all patients are gone.

Essential Duties and Responsibilities include the following:

- 🌱 Follow the office open & close checklist(s).
- 🌱 Direct patient flow. You are responsible for the smooth flow of patients at all times.
- 🌱 Check patients in and out. Maintain patient flow with proper scheduling and check-in.
- 🌱 Answer the phone by the 2nd ring.
- 🌱 Keep patients on track with appointments & scheduling; follow-up with missed appointments.
- 🌱 Greet and acknowledge all patients & non-patients with enthusiasm.
- 🌱 Appointment scheduling – new patient, report of findings, re-exams, etc.
- 🌱 Check voice mail and return any phone messages.
- 🌱 Make or schedule reminder calls or texts to current patients who request them.
- 🌱 Maintain Call Log for all calls for potential new patient calls.
- 🌱 Marketing Platform and Sales Leads Management:
 - a. Login to Marketing & Leads platform every day.
 - b. Continuously monitor and proactively manage the sales funnel process as per training.
 - c. Actively manage the Marketing Platform as per training.
- 🌱 Operations Dashboard -Login and actively manage the Front Desk Operations Dashboard per training.
- 🌱 Look for opportunities to educate on chiropractic with brochures, consults with the doctor, testimonials, etc.
- 🌱 Provide exceptional customer service in all interactions.
- 🌱 Represent the office professionally, including taking opportunities to promote the practice to the public.
- 🌱 Ask for reviews on FB, Yelp, Google My Business, etc. as appropriate.
- 🌱 Check and continuously monitor 2 office email accounts and respond or forward as appropriate.
- 🌱 Print the day's patient appointment list the day before.
- 🌱 Present paperwork to patients, review for completion.
- 🌱 Accurate data entry of patient information, payments, charges, etc.
- 🌱 Create and maintain new patient files and report of finding folders.
- 🌱 Create and maintain 10 dummy folders for PI (GREEN) and Wellness (Yellow) at all times.
- 🌱 Prepare New Patient Physical files BEFORE new patient appointments.
- 🌱 Keep patients accountable to their appointment schedules.
- 🌱 Prepare/enter all patient information into ChiroTouch for new patients. Follow checklist.
- 🌱 Create Cash Practice Corrective Care Plans for New Patients and renewals.
- 🌱 Download Cash Practice Transactions into ChiroTouch daily and post payments to each patient ledger.
- 🌱 Collect patient payments, co-pays, co-insurance, etc., & post payments to ledgers.
- 🌱 Double check patient notes, charges, and diagnoses for accuracy and completeness.
- 🌱 Insurance verification for Health Insurance and Personal Injury coverage.
- 🌱 Process Records Requests and subpoenas for updated ledgers for active and inactive PI patients.
- 🌱 Prepare and process Patient Statements for co-pays and deductibles and mail to patients.
- 🌱 Prepare and process Patient Balance Inquiry Letters for PI patients quarterly.
- 🌱 Process medical records requests after obtaining proper legal authorization.
- 🌱 Keep the front desk neat, organized, and uncluttered.
- 🌱 Photocopying, filing, faxing, shredding, as necessary.
- 🌱 Maintain and manage inventory of retail items.
- 🌱 Assist patients with therapies, as necessary.
- 🌱 Help keep office clean – clean bathroom, light dusting, vacuuming, remove trash, etc.

- 🌱 Marketing events and duties as scheduled.
- 🌱 Monitor the atomizers (front and back) and refill with essential oils as needed.
- 🌱 Empty the trash daily and bring to community dumpster at front of complex.
- 🌱 Vacuum the office once a week or as needed.
- 🌱 Follow all WHO and CDC cleaning guidelines.
- 🌱 Clean and stock the restroom daily.
- 🌱 Clean and stock therapy bay daily.
- 🌱 Keep the snack station stocked and clean.
- 🌱 Wipe down adjusting tables once a day.
- 🌱 Change out water bottle as needed.
- 🌱 Process laundry as needed.
- 🌱 Light dusting, as needed.
- 🌱 Clean inside and outside of front door every week or as needed.
- 🌱 Get and sort the mail.
- 🌱 Prepare marketing materials, flyers, etc. (Address envelopes, stuff envelopes, stamp and mail, etc.)
- 🌱 Word process, maintain, print, and revise all paperwork, policies, forms, etc.
- 🌱 Manage thank you letters, welcome letters, birthday calls, etc.
- 🌱 Track and process gift certificates.
- 🌱 Participate in Internal and External Marketing events and duties as scheduled.
- 🌱 Preparation and presentation of financial care plans to patients.
- 🌱 Train and stay updated on software, duties, procedures, etc.
- 🌱 Complete HIPAA online Training Course and pass test.
- 🌱 Be able to perform deep tissue laser therapy by Lightforce as trained, and as directed by the doctor.
- 🌱 Be able to perform Protec Spine traction treatments as trained and directed by the doctor.
- 🌱 Never give medical advice to a patient unless directed to do so by the doctor.
- 🌱 Never place a patient on a therapy unless the doctor is on site.
- 🌱 Double check patient notes, charges, and diagnoses for accuracy and completeness.
- 🌱 Communicate issues or challenges to the Chiropractic Physician and/or Practice Manager immediately.
- 🌱 Other duties as assigned by the Chiropractic Physician or Practice Manager.