

## ABC Pediatrics

### Front Desk Roles and Responsibilities

#### ***Front Desk/Receptionist Role 1 & 2:***

- Meets and greets all patient families: important to gain rapport with family and be the “face of the practice”
- Answers all phone calls and appropriately triages calls
- Reports to Office Manager
- Reviews insurance information, and demographic information at each visit
- Gives patients forms to be completed before visits
- Check-in patients using Partner Management software using “checkin” program, efficiently
- Chart preparation: run “prenc” to prepare forms for next day visits
- Identify if new patient, pull transfer in records and give to provider before visit
- Appropriately prepare charts with handouts, inserts, questionnaires
- Empty provider’s out-baskets periodically throughout the day
- Prepare Deposit of checks and cash payments at the end of the day
- Print next day’s schedules and give to providers to fill out sick call, check schedules for errors
- Orders office supplies
- Review electronic faxes and download to appropriate patient chart, print as needed, give to MD/NP
- Open and distribute mail
- Patient Portal Management
- New Patient Intake
- Liaison to cleaning service
- Assist Business Manager and Office Manager as needed