Receptionist (Full-time, Part-time)

Flushing Surgical Center is seeking Receptionist. The Receptionist provides front line contact as a patient liaison within the center, check-in/check-out, appointment scheduling, prior authorizations, and administrative and operation support.

RESPONSIBILITIES:

- Answer telephones, direct and respond to callers, relaying messages to appropriate recipients and greeting patients and visitors with the highest level of customer service.
- Communicate with clinical staff to coordinate the smooth flow of patients through the facility.
- Check patients in or out, collect co-pays, scan insurance cards and ensure other required documents are reviewed and signed. Ensure proper appointment scheduling.
- Ensure all documents are appropriately documented and maintained in the electronic medical record.
- Coordinate lab and x-ray requests and the obtaining of the results for the record.
- Maintains patient confidentiality and complies with HIPAA regulations.
- Creates correspondence and memos and effectively presents the information to physicians, physician extender(s), patients, patient family members.
- Sort and prioritize mail. Coordinate pickup and delivery of packages, orders and other materials as required.
- Assist with keeping waiting area tidy and replenishes nourishments are necessary.
- Assist with various projects as assigned by direct supervisor. Other duties as assigned.
- Must be flexible regarding hours, able to work occasional weekend. May be required to cover for other practices within Queens.

JOB QUALIFICATIONS / SKILLS:

- Bilingual Chinese (Mandarin / Cantonese) and English required.
- High School graduate or equivalent.
- Experience in Healthcare (Ambulatory Surgical Center/ Hospital).
- Knowledge of Medical terminology and coding courses preferred.
- Experience in a Medical Office, preferred.
- Energetic, approachable individual with a desire to put patients first.
PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Physical demands: While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk and hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; balance or climb; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus.

WORK ENVIRONMENT: Work is performed in an office setting. Involves frequent telephone contact with patients, medical staff and vendors. Work may be stressful at times. Interaction with others is constant and interruptive. Contact may involve dealing with sick and/or persons under high stress/anxiety. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to fumes or airborne particles and toxic or caustic chemicals. The noise level in the work environment is usually moderate.