



## Front Office Receptionist

### Full Job Description

Seeking an experienced, well-organized front office receptionist for an upscale infertility practice in Newport Beach. Candidate must have experience in reception, medication authorization, rooming, patient education, and is dedicated to patient care. We require an individual who is detail oriented, possesses strong customer service skills, can prioritize tasks, is energetic, dynamic and extremely organized. Must be able to work independently as well as in a team environment.

### Essential Duties & Responsibilities

- Liaison between physician, nursing staff and patients
- Extensive phone and in-person communication with patients; explain procedures, answer questions in a clear manner
- Document necessary information in EMR
- Medication prior authorization
- Front office
- Professional phone etiquette and ability to use multi-line phone system
- Accurately schedule/confirm all appointments and collect patient payments
- Greet patients, obtain brief medical history and escort to exam rooms
- Process and organize patient paperwork and medical charts
- Performs patient education when appropriate
- Takes inventory and replenishes supplies in the office
- Prepares and maintains a clean lobby and office space
- Maintains confidentiality as it complies with HIPAA and practice guidelines
- Communicates effectively with physicians, co-workers, and patients

### Experience/Requirements

- Medical office experience in the area women's health is preferred
- Demonstrated strong written and verbal communication and interpersonal skills
- Computer Skills – strong computer skills required
- Previous REI experience preferred
- Experience with EMR systems
- Front office / concierge experience is preferred
- Strong phone communication skills
- Must be able to multitask
- Must be a team player and able to take direction

**Salary:** Hourly rate based on experience

**Hours:** Monday-Friday, Weekends & Holidays (as needed)

**Education:** High school or equivalent (Preferred). **License/Certification:** CPR and AED Certification Required.

