

## Front Desk

### Front Desk Job Duties and Responsibilities:

- Welcomes and greets all patients and visitors, in person or over the phones
- Until call center is established: answer phones (no roll over yet)
- Welcome patients in front of you even if you have paperwork or things to scan
- Assists in answering the phone when phone calls roll over while maintaining a polite, consistent phone manner using proper telephone etiquette
- Responsible for keeping the reception area clean, organized and of a professional appearance
- Registers new patients and updates existing patient demographics by collecting patient information including personal and financial information
- Facilitates patient flow by notifying the provider of patients' arrival, being aware of delays, and communicating with patients and clinical staff
- Responsible for entering patient health histories and scanning in new patient paperwork in a timely manner
- Ensures availability of treatment information by maintaining proper patient records
- Responds to patients', prospective patients, and visitor inquiries in a courteous manner
- Adequately generating telephone encounters and directing phone calls to appropriate staff
- Be a team player and assist in other tasks during downtime
- Protects patient confidentiality by making sure protected health information is secured.

*All employees are expected to remain at work during normal business hours (8 a.m.-12 p.m., 1 p.m. - 5p.m.) unless approved by CTSM management.*

**It is of exhaustive importance for our staff to consistently offer a positive and professional experience to our patients', both in and outside the office. We distinguish ourselves from our competitors by maintaining reputable telephone etiquette and customer service.**

- When a patient calls in, the way in which the front desk personnel handle the telephone call determines how Central Texas Sports Medicine & Orthopaedics, P.A. is perceived. Appropriate telephone etiquette constitutes being a good listener, having good phone manners and maintaining patient confidentiality.
- Patients want to feel special, both in person and on the phone. Giving our patients a little more personal attention can go a long way in making them feel special. Patients want to feel as though they are the most important person in the world while you are with them.
- Patients want to know you genuinely care about them. Make sure you give them a warm welcome when they enter the office. No matter how busy you are, someone should greet them as soon as they enter your office. Even if you can't verbally greet the patient, getting eye contact with them lets them know you are aware of their presence and will get to them as soon as possible.
- Patients want you to tackle any issues that arise immediately. If a problem arises with your patient, rectify the situation as soon as possible and notify appropriate personnel. A patient will remember that you went out of your way to make them happy but if you don't handle it right away they will remember that too. Customer service is not about getting it perfect, it's about catering to the desires of the patient.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_