



## **Receptionist- Full Time**

### **Kearny Mesa**

#### **Position Summary:**

Provide excellent customer service to Imaging Center patients ensuring that the patients are greeted, checked in, scheduled, processed, informed, directed, questions and concerns answered, etc.

#### **Essential Duties and Responsibilities:**

- Greet, check in and register/schedule patients for procedures and exams, accurately obtaining all patient demographics, insurance and billing information, prepare all pertinent paperwork. Ensure paperwork is completed by patient in a thorough manner.
- Run and print daily charge file and assemble all pertinent documentation to accompany charge file to the Billing Department, ensuring completeness and accuracy. Follow up on any outstanding items.
- Scan documents and attach to patient specific records for the electronic storage and retrieval of the document (e.g. physician order, assignment, patient information forms. Insurance ID card, authorization documents, etc.)
- Answer and administer phone calls.
- Communicates pertinent information regarding procedure and wait time to patients.
- Print and supply schedules to all appropriate employees and physicians at appropriate times.
- Coordinate authorizations, review patient insurance eligibility, collect co-payments and cash payments as needed.
- Contact referring physician offices for information necessary for patient services.
- Communicate with technical staff, nursing staff and physicians in an expeditious manner on any add-on exams and procedures, delays in patient through-put or concerns about a patient's medical condition.
- Contact patients to confirm appointments and communicate patient preparations as needed.
- Assist other staff members as needed (i.e. processing film requests, bringing patients to the waiting areas, etc.).
- Complies with SDI's compliance, safety and personnel policies.
- Perform other job-related duties, as assigned.

#### **Knowledge/Abilities/Skills:**

- Ability to work independently.
- Must possess excellent organizational and communication skills, including telephone and guest service skills.
- Ability to perform the identified essential functions of the position including the operation of any equipment associated with performing the essential functions.



- Ability to perform the essential functions of the position without posing a direct threat to him/herself, others or property.
- Ability to adhere to SDI's personnel policies and practices including the attendance and punctuality requirements
- Complies with all applicable policies, rules and regulations as outlined by SDI, State and Federal regulations including compliance with HIPAA privacy and security.
- Ability to maintain a calm and courteous demeanor and conduct business in a professional manner.
- Computer and Software Knowledge (e.g. RIS, PACS, etc.).
- Proficiency in medical terminology.
- Bilingual in English / Spanish helpful.

**Education:**

- High School Diploma, or equivalent.

**Work Experience:**

- Minimum of 2 years related experience.

**Physical Demands:**

- Ability to sit for 6 to 8 hours, daily, at desk.
- Ability to keyboard accurately at 35 wpm.
- Ability to visually differentiate information on a computer monitor.
- Ability to periodically bend, stoop or reach to file, organize and obtain objects.
- Ability to distinguish telephone ring and caller's voice, hear and speak over a telephone and in person.
- Ability to write or record information legibly.

To apply, please send a current CV or resume to: [HR@sandiegoimaging.com](mailto:HR@sandiegoimaging.com)