



Receptionist- Full Time

Chula Vista

Position Summary:

Provide excellent customer service to Imaging Center patients ensuring that the patients are greeted, accurately 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, and prepare all pertinent paperwork. Ensure paperwork is completed by patient in a legible and thorough manner.
- Coordinate authorizations, review patient insurance eligibility, collect co-payments and cash payments as needed.
- Compile all documentation for the Billing Department ensuring completeness and accuracy. Follow up on any outstanding items.
- Communicate pertinent information regarding procedure and wait time to patients.
- Print and supply schedules to all appropriate employees, as needed.
- Contact referring physician offices for outstanding, missing, or incomplete information necessary for patient services.
- Communicate with technical staff and/or 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.
- Prepare images on cd as requested, following medical records procedures.
- Assist other staff members as needed (i.e. answering phones, bringing patients to the waiting areas, etc.).
- Complies with SDI's compliance, privacy, safety and personnel policies.
- 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.
- Must possess the understanding of the functionality of medical office operations, including computer literacy/competency, medical terminology, desired patient through-put while providing optimal patient care and consideration for patient's circumstances, preferably in outpatient radiology.
- 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, preferably radiology procedures terminology.
- Bilingual in English / Spanish strongly preferred.

Education:

- High School Diploma or equivalent.

Work Experience:

- Minimum of 2 years related medical office or imaging office 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