



Patient Services

Reports To: Patient Care Coordinator

Job Summary:

We're looking for a warm, organized, and patient-focused Receptionist to be the welcoming face of Highlander Dermatology. You'll play a key role in creating a positive first impression by managing patient check-ins, scheduling appointments, answering calls, and supporting smooth front desk operations. If you enjoy helping people and thrive in a fast-paced healthcare setting, this role is for you!

Key Responsibilities:

- **Patient Check-In and Check-Out:**

Welcome patients as they arrive, verify their information, assist with completing necessary forms, and ensure a smooth, efficient check-in process. At check-out, collect co-pays, process payments, schedule follow-up appointments, and provide patients with any necessary instructions or materials.

- **Appointment Scheduling:**

Manage appointment calendars with precision, scheduling patient visits to maximize provider availability and reduce gaps. Handle appointment rescheduling and cancellations, and proactively reach out to patients to confirm upcoming appointments.

- **Communication Management:**

Answer multi-line phone systems promptly and professionally, responding to patient inquiries, addressing concerns, and directing calls to the appropriate clinical or administrative staff. Ensure voicemails, Texts and Emails are returned timely and provide clear, courteous communication.

- **Insurance and Billing Support:**

Verify patient insurance eligibility and coverage prior to appointments, collect co-pays and payments accurately, and assist with basic billing inquiries or direct patients to the billing department when needed.

- **Patient Record Management:**

Maintain up-to-date patient records, ensuring accuracy and confidentiality in compliance with HIPAA regulations. Assist with scanning, filing, and organizing patient documents as needed.

- **Front Desk Organization:**

Keep the reception area clean, organized, and welcoming at all times. Manage office supplies related to the front desk and report shortages or equipment issues promptly.

- **Collaboration and Support:**

Work closely with the clinical and administrative teams to ensure smooth patient flow and efficient office operations. Assist with administrative tasks such as faxing, data entry, and preparing patient charts.

Qualifications:

- Excellent communication and customer service skills.
- Strong organizational skills and attention to detail.
- Commitment to maintaining patient confidentiality and HIPAA compliance