

JOB DESCRIPTION

Title: RECEPTIONIST	FLSA Status: Hourly
Position Reports To: BUSINESS OFFICE MANAGER	Reviewed Date: 09/30/22
Department:	BUSINESS OFFICE

Our Mission:

- *To create a safe physical environment prior to, during and following scheduled surgical procedures.*
- *To create an atmosphere of compassion and understanding conducive to favorable patient care; and to provide an opportunity to the medical staff and Center employees for personal growth and collective success.*
- *To function at a high level of professional proficiency; minimize the disruption of normal family life for patients; and to remain a convenient alternative to both patients and physicians.*
- *To assist the physicians in accomplishment of a plan of diagnostic and surgical treatment with application to the individual needs of the patient while also recognizing their right to privacy.*
- *To promote knowledge and skills of the Center's staff and to organizationally remain abreast of technical and scientific progress in the delivery of outpatient surgical care.*
- *To interpret, implement and uphold the policies, rules and regulations of the Governing Body and the Medical Staff.*

Our Vision:

The vision of the Center is to be recognized by patients, their families, payors, employers, physicians and staff as being a high quality, efficient provider of outpatient surgical services; exemplified by achieving excellence in patient satisfaction.

Our Values:

- Service-High quality care will be provided to all patients regardless of race, color, national origin, age, sex or disability (except as medically required).
- Integrity-The highest principles of ethical and professional conduct will be practiced. All relationships, including patient/family, other caregivers, and the community will be moral, honest, and fair.
- Compassion-An atmosphere will be provided which strives for sensitive, humane and respectful relationships with everyone for whom care is delivered and with whom the Center works and collaborates. Patients' rights and dignity, and staff values will be honored.
- Integration-Effective collaboration and communication among medical staff, administration, patients and families contributes to quality patient care and organizational performance. Incorporation and coordination of all areas enhances the potential and advances the services the Center can provide.
- Efficiency-The organization will operate effectively as measured by a comparison of patient outcomes and cost, and charges for services that are fair and competitive.

The Employee Promise:



As an employee, I am committed to doing my part to fulfill the mission, vision, and values of the Surgery Center of Decatur. I will provide my patients, guests, coworkers, physicians, and customers with the highest quality of service and ensure their needs are met with the utmost courtesy and respect. This commitment must be reflected in my behavior.

Job Summary: SERVES AS TELEPHONE OPERATOR FOR FACILITY, ROUTES INCOMING CALLS CORRECTLY AND TAKES ACCURATE MESSAGES WHEN UNABLE TO CONNECT CALLER TO REQUESTED PARTY. RECEIVES AND DISTRIBUTES MAIL, GREETES PATIENTS AND PROVIDES NECESSARY PAPERWORK FOR COMPLETION, NOTIFIES APPROPRIATE NURSING STAFF THAT PATIENT IS PRESENT, KEEPS TRACK OF PATIENTS FAMILY, DRIVER, ETC., PRINTS LABELS, FORMS, FOR PATIENT CHARTS AND ASSEMBLES CHARTS, KEEPS DAILY LOG OF PAYMENTS RECEIVED BY CASH, CHECK OR CREDIT CARD. MAKES COPIES OF ALL CHECKS AND CREDIT CARD RECEIPTS RECEIVED DAILY. ENTERS ACCURATE NOTES IN COMPUTER SYSTEM, ENTERS PATIENT DATA IN COMPUTER SYSTEM, PERFORMS OTHER MISCELLANEOUS OFFICE DUTIES AS NEEDED.

Demonstrates through behavior the Surgery Center of Decatur's mission, vision and values.

Minimum Knowledge, Skills, Experience Required:

Education: HIGH SCHOOL DIPLOMA OR GED

**Experience: TRAINING OR COURSES IN BUSINESS OFFICE ACTIVITIES
GOOD TYPING SKILLS
GOOD COMMUNICATION SKILLS
GOOD COMPUTER SKILLS**

Key Responsibilities / Essential Functions

1. GREETER AND TELEPHONE OPERATOR FOR FACILITY
2. COMMUNICATES EFFECTIVELY WITH PATIENTS, VISITORS, FAMILY MEMBERS
3. ENTERS PATIENT INFORMATION INTO COMPUTER SYSTEM
4. RESPONSIBLE FOR INCOMING CASH , CHECKS, AND CREDIT CARD
5. ADMITS PATIENTS AND PROCESSES PAPERWORK AND FEES APPROPRIATELY.
6. RECEIVES AND DISTRIBUTES ALL MAIL AND SPECIAL DELIVERIES
7. INTERACTS WITH OTHERS IN A POSITIVE, RESPECTFUL AND CONSIDERATE MANNER.
8. IDENTIFIES FACILITY EMERGENCY SITUATIONS AND NOTIFIES APPROPRIATE PERSONNEL AND EXTERNAL AGENCIES.
9. USES FACILITY RESOURCES APPROPRIATELY AND AVOIDS WASTEFUL PRACTICES
10. KEEPS DAILY DEPOSIT LOG FOR PAYMENTS RECEIVED.

Physical Functions

Below are the physical activities that are performed during the normal workday. It should be noted that this information is not inclusive of all job tasks. These functions are the minimum physical abilities required to perform this position.

Physical Requirements	Occasionally 6 to 33%	Frequently 34 to 66%	Constantly 67 to 100%
Walking	X		
Sitting			X
Standing	X		
Stooping	X		
Bending	X		
Kneeling	X		
Crouching	X		
Twisting	X		
Climbing Stairs	X		
Climbing (Ladder/Scaffolding)	X		
Crawling	X		
Stretching/Reaching	X		
Pushing/Pulling	X		
Hearing			X
Seeing			X
Speaking			X
Hand-finger Dexterity			X



Lifting/Carrying up to:			
() 20 lbs.	X		
() 30 lbs.	X		
() 40 lbs.	X		
() 50 lbs.	X		
() 75 lbs.	X		
() 100 lbs.	X		
() >100 lbs.	X		
Exposure to blood borne pathogens	X		
Exposure to dust	X		
Exposure to fumes	X		
Exposure to noise	X		
Exposure to chemicals	X		
Other: _____			

Employee Signature: _____ Date: _____