

## **Medical Receptionist**

*Small Naturopathic medical practice with on-site medicinary selling alternative treatments, in business since 2003 and located in beautiful lakeside town, seeks to fill hourly full-time position for Medical Receptionist.*

### **Primary Responsibilities:**

- Schedule, confirm and track appointments; maintain a wait list
- Customer communication: greet patients, respond to emails, answer the phone
- Explain the practice to new patients; over time, should develop the ability to screen patients for compatibility with naturopathic care
- Act as liaison between patients and doctors; maintaining appropriate boundaries is essential
- Sort mail
- Maintain patient documentation by obtaining, recording, and updating personal information and required forms
- Billing: receive, log and track payments for appointments and medicinary orders
- Maintain front office inventory by checking stock to determine inventory level, anticipating needed supplies and placing orders, and verifying receipt of supplies
- Medicinary: schedule and manage shipments (receiving), restock supplies, prepare, package and ship supplement sales orders, make herbal tinctures (*will train*), wash and re-shelve dishes and tincture production equipment
- Manage patient charts
  - Protect patients' rights by maintaining confidentiality of medical, personal, and financial information; maintain HIPAA compliance
  - Process Release of Records requests
- Communicate with insurance companies (HCFA's, pre-approvals, Rx pre-approvals and follow-ups)
- Assist with phlebotomy (*will train*)

### **Work Hours & Benefits:**

Office hours are Tuesday through Friday, 9:00 am – 1:00 pm & 2:00 pm – 5:00 pm; work hours will extend slightly beyond those times and generally amount to 30-35 hours/week. Paid 30 minute lunch break. Benefits include paid time off; health insurance contribution; appointment time with staff ND's; wholesale supplements from our medicinary

### **Qualifications/Skills:**

- Highly organized
- Good communication skills including customer service/telephone skills
- Understanding of medical office protocols
- Professionalism
- Working knowledge of personal computers; familiarity with Macintosh especially helpful
- Applicant must be able to lift 30 pounds and be physically able to stock and manage inventory at various heights

### **Education, Experience, and Licensing:**

- Knowledge of alternative medicine not necessary but an interest is helpful, and acceptance of integrative medicine is essential
- Medical office experience a strong plus OR
- Relevant two-year college degree and/or credentials such as CMAA or Medical Billing Certification

### **How To Apply:**

Submit a short cover letter and resume/CV either

-Via email to [steve@steveclarknd.com](mailto:steve@steveclarknd.com)

-Via snail-mail to Steve Clark ND, 646 Center St., Wolfeboro, NH 03894

-Hand-deliver to Ken or Maggie at the address above