



JOB DESCRIPTION

JOB TITLE: Medical Check-Out Secretary

DEPARTMENT: Medical Secretary

SUPERVISION RECEIVED: Reports to Medical Secretary Supervisor

SUPERVISION EXERCISED: None

JOB SUMMARY: The Medical Check-Out Secretary works directly with the patients immediately after their visit with the physician(s), physician assistant(s), nurse practitioner(s), laboratory, radiology, pharmacist(s), dietitian(s), or diabetic educator(s) to schedule follow-up appointments and/or testing and relay physician instructions.

ESSENTIAL FUNCTIONS:

- Greets patients as they are finished with their appointment
- Schedules follow-up office visits and medical testing appointments
- Relays any instructions given in patient chart to patient
- Assures that all patient questions are answered
- Documents communication in patient's electronic chart
- Accurately routes/tasks patient chart to the correct person or area for follow up as needed
- Faxes and copies forms and records as needed
- Assists Medical Call Secretaries with retrieving voicemail messages and patient call-backs as assigned
- Performs other duties deemed necessary

REQUIREMENTS:

- Professionalism, efficiency, accuracy, and courteous manner are required
- Knowledge of medical terminology preferred
- Background in physician office procedures preferred
- Excellent communication skills to allow for successful interactions with co-workers, physicians and outside contacts are essential
- Ability to multi-task and prioritize to enable tasks to be completed
- Basic knowledge of ICD-9/ICD-10 and CPT coding preferred
- Must be able to sit long hours using office equipment and computers
- Light lifting of office supplies and materials from time to time

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills and abilities may change as needs evolve.