



Front Desk/Patient Relations Coordinator

Summary:

Check patients in and out, verifies and updates patient information and forms, collects co-payments and outstanding balances, and schedules appointments.

Essential Duties and Responsibilities:

- Greet Patients upon their arrival, verifying demographic information, having patients update necessary forms and information, collecting any co-payments, past due balances, OB prepayments in full when required, preparing the chart with updated and signed forms, as well as copy of the patient's insurance card. Update any EMR demographics.
- Update any patient information changes in the computer system in an accurate and timely manner. Properly prioritizing those issues and updates that may affect the patient flow for the remainder of the visit.
- Communicate with patients in the waiting room to ensure that they have signed in and are not waiting an extensive amount of time; notify patients of delays due to emergencies, keeping the clinical coordinator apprised of any flow/running over issues needed attention.
- Check-out patients in a timely manner, giving them your full attention, scheduling follow-up appointments for the patient when requested, providing the patient with information regarding appointments outside of our office and preparing a release of medical records forms to obtain patient's records from a previous physician.
- Scans all daily records and files to the EMR.
- Prepare schedules for the following business day to include insurance verification, needed information or forms documented and notification to patients regarding balances and needed insurance information the day prior to their appointment.
- Prepares lobby and front office for opening and verifies cash drawer.

Completes daily close sheet, verifying that deposit, schedules match and are correct, cleans the lobby and locks office for the day.

For consideration, click [here](#) to submit résumé with salary requirements or send to:

2296 Opitz Blvd, Suite 440
Woodbridge, VA 22191
Attn: Human Resources

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