

 <p>CHATHAM ORTHOPAEDIC ASSOCIATES, P.A.</p>	Job Description Phone Room Operator	Effective Date: Revised: Reports To:
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I. Job Summary

Under the general supervision of the Director of Operations, courteously and efficiently receives telephone calls; documents messages and routes calls as appropriate. Completes other clerical work as assigned.

II. Essential Job Responsibilities

Operates multi-line telephone, documents messages and routes calls.

Communicates by paging physicians for all hospitals or physician calls.

Courteously receive calls from referring physician offices for patient referral; acquires approval from physician when needed for new patients/ consults (take over care completed) and schedules appointment for patient's initial office visit in a timely manner.

Obtains all pertinent patient demographic and insurance information and enters into practice management system.

Reminds referring physician's office or patient to bring all relevant patient medical records, x-rays and scans for new referrals for the physician's review if not included with referring faxed documents.

Mails patient information forms to new patients and also informs patient's to arrive 15 minutes prior to appointment if they have not received new patient information packet.

III. Other Job Responsibilities

Performs other related duties as assigned.

Maintains collaborative working relationship with all other employees

Upholds strictest confidentiality.

IV. Minimal Qualifications

Education

High School Graduate

Experience

Entry level position

V. Independent Action

Under general direction, functions independently in coordination of assigned duties. Refers to director as appropriate on clarification of practice policy and procedure.

VI. Supervisory Responsibility

None

VII. Human Relations/Customer Communications

Communicate verbally and written with employees, physicians, patients, patient family members and public as a representative of the practice.

VIII. Personal Protective Equipment

Personal Protective Equipment (PPE) is provided by practice, and must be worn when there is a reasonable risk of occupational exposure to blood or body fluids.

IX. Occupational Exposure Statement

Category III Exposure Statement: No risk for contact with blood and body fluids for these positions.

X. Americans with Disability Act Statement

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job functions either unaided or with assistance of a reasonable accommodation to be determined on a case by case basis.

XI. Statement

The above statements are intended to describe the nature and level of work performed. They are not intended to be construed as an exhaustive list of all required of personnel so classified.

Review/Approvals:

Jacqulyne Adams Bryant
Director of Operations

As an employee in the above referenced position, I have read, understand, and agree to abide by the job description stated within.

Employee

Date