



## BUSINESS OFFICE PROFESSIONAL

### JOB SUMMARY

Greeley Endoscopy Center is seeking an experienced business office professional to provide exceptional support and customer service to business office operations and guests at the Center. This position is multifocal, with involvement in many business functions.

### QUALIFICATIONS

- Must be a high school graduate (or GED equivalent)
- Previous experience in customer service, health care industry preferred
- Knowledge of basic medical terminology
- Ability to work with all members of the health care team
- Basic office skills are necessary with a typing speed of 35-40 WPM
- Must possess exceptional communication skills

### ESSENTIAL RESPONSIBILITIES

- Interact with guests in a friendly, efficient and professional manner.
- Demonstrate a high level of organizational skills and attention to detail.
- Perform duties independently with minimal supervision.
- Possess knowledge of insurance plans and benefits as well as ICD and CPT interpretative guidelines.
- Obtain and accurately enter scheduling information into the gMed system.
- Accurately perform Patient Registration in the gMed system.
- Verify that medical record content is complete prior to patient's admission.
- Calculate and collect patient co-payments or deductible payments upon admission.
- Keep family members informed of patient's status during his/her stay in the Center.
- Maintain appearance of waiting room in neat and orderly condition.
- Provide coffee for patient visitors and assure that coffee, tea and cocoa supplies are ordered.
- Manage all incoming telephone calls and direct to appropriate team member as necessary.
- Assemble patient packets for patient mailing or distribution to referring physician offices.
- Protect patient privacy during direct patient contact and abides to HIPAA standards upholding the privacy and security of PHI and ePHI.