

Whitney Dixon, MD

145 Mission Ranch Blvd. #115

Chico, CA 95926

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Front Office Receptionist Position

You are the first person someone meets in our office. Therefore, this position requires a caring, courteous person with the ability to multi-task/prioritize and still remain calm and polite.

Job Description/Duties

- Answer multi-line phones, check answering machine
- Schedule appointments
- Facilitate patient questions and refer to appropriate MD/PA/MA etc....
- Check in patients: verify/update personal info, insurance, etc....
- Setup Patient Portal and explain how it works
- Check patients out: schedule f/u appts, labs, imaging, referrals
- Collect patient copays at time of service (check balances for next day appointments)
- Record daily payments: cash, checks, credit cards and balance daily
- Help maintain/assign fax inbox and scanned patient documents
- Mail/eMsg patient results, records, letters etc. as needed
- Check insurance eligibility/benefits as needed
- Keep forms stocked: New Patient packets, Cologuard/gene test orders, etc.
- Maintain waiting area, turn lights on/off, keep neat, water plants.
- Misc. duties that come up: file old charts, mail returns, copy records, etc.
- Hours: 8am – 12 noon and 1:00pm – 5:00pm Mon – Fri

Our goal is to provide our patients with the highest quality of care and make their visit here as pleasant as possible. We are a small office; at times our roles cross/overlap and the ability to be flexible and work as a team is vital.

Thank you for your interest in becoming a part of our team.