



DIGESTIVE DISEASE ASSOCIATES

SPECIALIZING IN DIAGNOSING AND TREATING GASTROINTESTINAL, BILIARY AND LIVER CONDITIONS

GENERAL DESCRIPTION OF COMPANY AND POSITION

Digestive Disease Associates offers a full range of specialized medical services which focus on all aspects of gastrointestinal (stomach and intestines) and hepatology (liver-related) disorders. Serving patients throughout Maryland, Pennsylvania, Virginia and Washington, D.C., have benefited from the patient-centered care delivered by our 18 gastroenterologists and hospitalist.

Treatment is provided in one of our two state-of-the-art endoscopy and infusion centers located in Columbia and Catonsville, Maryland. Working in a team environment focused on patient care, our mission is to ensure every patient receives a superior experience. For more information, please visit our website at www.ddamd.com

We are seeking a professional full-time **Medical Receptionist** for our office in Catonsville, MD. This position rotates between our front desk and call center creating a positive first and last impression for the practice and is pivotal to the practice running smoothly and efficiently as possible.

QUALIFICATIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Exceptional customer service and people skills
- The ability to greet every patient in a kind manner with a genuine smile
- Promote a warm friendly atmosphere and provide excellent patient experience
- This position demands strict confidentiality of patient information
- Prior experience working in medical, hospitality or customer service environment
- Experience with Centricity and Phreesia a plus
- Assist patients with the completion of the Phreesia registration system
- Schedule appointments and schedule follow up procedures
- Ensure that all required referrals are obtained, scanned into the EMR and linked to that day's appointment within Practice Management
- Enters patient demographics in system
- Collects co-pays and past balances at time of check-in and enters information into the batch for the day
- Ensures that the waiting room is set up and neatness maintained



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- Perform other office duties as assigned by manager.

EDUCATION & EXPERIENCE

- Minimum of 1-year customer service experience
- Strong communication skills
- Ability to stay calm in stressful situations
- Computer proficiency preferred, prior experience with EMR a plus
- Ability to work in a fast-paced environment
- Ability to travel to other sites as necessary
- Ability to handle a high-volume of calls

LOCATION, HOURS, SALARY & BENEFITS

- FT position available in Catonsville, MD
 - Clinic Hours are M-F, vary from 7:30AM- 5:00PM
- Salary commensurate with experience
- Full-Time W-2 position
- Medical, Dental and Vision insurance
- Short Term Disability, Life Insurance
- 401k



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Keywords: front desk receptionist, call center receptionist, administrative assistant