

Lead Front Office Coordinator (+ Medical Assistant as needed)

POSITION SUMMARY

Lead Front Office Coordinator (+ Medical Assistant as needed) will be a part of our dermatology team which aims to deliver the highest level of patient care. In addition to a strong commitment to patient care and customer service, the ideal candidate must have the ability to multitask in a busy office, have a positive attitude, and be a team player!

With the proper interpersonal skills, leadership and management qualities, diligent work ethic, and excellent job performance, this employee may have the opportunity to advance to the role of a full-time Practice Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Lead Front Office Coordinator

- Greet patients in an enthusiastic, friendly, and helpful manner
- Answer telephone calls on a multi-line system promptly and retrieve messages
- Schedule New and Follow-up appointments on a cloud-based system
- Check in patients before visits, updating demographic information and verifying insurance information and eligibility
- Perform transactions for co-payments, outstanding balances, cosmetic services, and retail products
- Answer questions about medical, surgical, and cosmetic services and products
- Take detailed messages from patients in the electronic health record
- Answer billing and insurance questions
- Sort and send mail
- Scan and fax documents and provide other administrative duties as needed
- Other assigned duties as needed
- Manage schedule of two healthcare providers, and likely up to four providers, as practice grows

Medical Assistant

- Assist dermatologists with medical, cosmetic, and surgical duties
- Greet and room patients
- Obtain/record medical histories and prepare patients for examination
- Help physicians examine and treat patients, handing them instruments or materials or performing such tasks as giving injections or removing sutures
- Remove sutures and provide basic wound care
- Provide patient education at completion of visit as directed by the physician



- Scribe on a user-friendly Ipad EMR system
- Perform general office duties, such as answering patient phone calls, completing insurance forms, performing prior authorizations, and calling pharmacies
- Schedule medical, surgical, and cosmetic appointments
- Maintain medical records in EMR system
- Call patients to deliver lab and biopsy results
- Prepare treatment rooms for patient examinations, keeping the rooms neat and clean
- Organize, clean, and stock rooms with supplies
- Clean and sterilize instruments and dispose of contaminated supplies
- Maintain inventory of medical supplies
- Secure patient information and maintain patient confidence by completing and safeguarding medical records; keep patient information confidential
- Perform other duties as assigned

MINIMUM REQUIREMENTS

- 1+ year prior Medical Receptionist experience (preferred)
- Prior experience with EMR systems (preferred)
- Education: High school or equivalent (required)
- US work authorization (required)
- Team player who works well with others
- Motivated by the goal of providing exceptional patient care
- Detail-oriented and organized with the ability to multi-task
- Excellent communication skills- professional, articulate, positive, personable, and energetic
- Strong computer skills and familiarity with Apple operating systems
- Bi-lingual preferred, but not required
- Ability to be empathetic with patients; ability to maintain confidentiality

BENEFITS & WAGES

- Paid Time off
- Health Insurance
- Dental Insurance
- Employee discounts

SCHEDULE

- Full-time Monday – Friday, hours may vary
- No weekend or evening shifts



How to Apply

If you are interested in joining our brand new dermatology practice in Arlington, VA, please send your resume and a cover letter directed to "Arlington Dermatology" to the form specified on our Career Opportunities page. We are excited for the possibility for you to join our team!