

FRONT DESK RESPONSIBILITIES

- Check Weave for voicemail and texts
- Answer the phone
- Check the fax
- Print the schedule
- Print/review daily lab report. Let optician know if glasses are behind
- Check email daily
- Verify insurance the week prior to appointments and print
- Check patients in and out in friendly and professional manner
- Scan insurance cards and drop in chart
- Check patient out and book recall appointment(s)
- Write down contacts to be ordered on list
- Book appointments
- Make referrals and keep referral list updated
- Keep front desk tidy
- Keep lobby/waiting area disinfected
- Call/text for product pickup
- Dispense product to people
- Scan notes, order forms, etc in proper chart locations
- Confirm next days appointments
- Make sure supplies are stocked
- Charge lpads if needed
- Cash bank and deposit daily
- Check scanning daily
- Communicate with proper doctor any patient issues
- Sort mail for proper parties
- Apply statements to patient accounts
- Have end of the day meeting with doctors to ensure proper recall appointments