



FULL-TIME MEDICAL RECEPTIONIST

Table Health's Mission and Workplace

Redefining healthcare through transparency, authenticity, and value. Direct Primary Care is a membership-based model of care that does not bill insurance. All staff and patients experience a more relaxed, relationship-based care model. Excellent workplace culture.

Purpose of this Position

The Medical Receptionist at Table Health is a caring and organized individual who provides an intentional and compassionate interface with patients and assists medical providers with patient care using phone, portal, and face-to-face interaction.

Education/Experience

- Candidates must have experience in one or more of the following: customer service, medical background, or administration
- Role requires a wide range of skills in a medical office, including reception, scheduling, patient communication, assisting physicians and other clinicians with clinical tasks
- Phlebotomy and injection experience is a plus, but not necessary

Medical Receptionist Role/Job Duties

- Phone calls and scheduling - answer questions, schedule appointments, enroll new patients, triage medical needs, communicate with vendors, hospitals, insurance, employers, and other offices
- Triage and respond to other incoming communication in a timely and efficient manner: patient portal, mail, email, EHR
- Greet and check out patients; schedule return visits as needed; assist with member engagement and plan of care, and collect payment
- Assist physicians with administrative tasks related to patient care, such as optimizing physicians' schedules, completion of forms, referrals, test results, etc
- Perform in-office testing such as glucose, throat and nasal swabs, urine tests, etc
- Perform medication supply inventory
- Manage vaccine storage and handling as needed
- Sterilize medical instruments
- Ensure patient charts are accurate, paperwork is up to date and completed, and a payment method is on file
- Assist members and clients with finding and purchasing products from the market
- Maintain product inventory and ensure timely restocking

- Conduct inventory and sales analysis to identify items suitable for promotion, replenishment, or discontinuation
- Maintain the cleanliness and organization of the market, front desk, and waiting area.

Skills and Expectations

- Excellent communication skills - clear, effective, direct, and honest
- Empathetic, compassionate, and willing to see and hear patients' needs
- Excellent attention to detail and ability to follow through on tasks with accuracy and completeness
- Ability to shift from one task to another with ease and calm
- Critical thinking and initiative - ability to assess and initiate things independently, identify problems and generate solutions, and implement the best solution
- Respectful - being considerate and honoring the feelings, opinions, and property of others
- Responsible, reliable, and proactive - accountable for something within one's power, control, or management; being prepared and on time for scheduled work, meetings, and appointments
- Professional growth - pursue excellence in your work performance, stay curious and up to date in your field of practice, take feedback graciously and work on challenges; dedicated to your own health, rest, and renewal in order to function at your highest level
- Time management - planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity
- A high level of emotional intelligence - the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically, with the ability to see another person's point of view
- Ability to learn and efficiently use EHR and other applications in a timely manner
- Team player - participate meaningfully in group activities, work cooperatively with others, take direction from leadership, and speak up when you need clarification or help
- Aligned with Table Health's mission and values as outlined in the **We Believe statement and Code of Conduct**
- Always think of the patient/client's experience and make sure they feel valued
- Be flexible and able to adjust to the needs of patients and providers
- No drama, gossip, or negative talk about Table Health and other staff members
- Attend staff meetings, quarterly update meetings, trainings, and other company activities, or mandatory meetings
- Comply with healthcare regulations and patient privacy laws, including HIPAA (Health Insurance Portability and Accountability Act)
- Test systems and make sure the patient's experience is as meaningful, easy, and efficient as possible
- Suggest and implement things that bring Table Health closer to its mission

Work Context and Logistics

- Real-time interactions that take place at Table Health in Traverse City

- Work alongside our small team, in a calm, supportive environment
- Regular business hours within the 9am-5pm Mon-Fri timeframe.
- On-the-job training with our electronic medical records system, phone triage, etc
- Ability to lift up to 25 pounds; sit or stand for prolonged periods of time
- Fluent in English

Compensation and benefits

- \$17-\$20 depending on experience
- 40 hours per week
- 20% off Table Health services (excluding memberships)
- \$250 monthly medical stipend
- PTO
- 25-50% discounts on professional-grade supplements