

DERMATOLOGY CONSULTANTS OF SACRAMENTO

POSITION DESCRIPTION: FRONT DESK RECEPTIONIST

Organization: Dermatology Consultants of Sacramento

Classification: Non-Exempt

Reports To: Office Manager / Practice Administrator

Status: Full-Time / Part-Time

Department: Patient Support & Operations

Effective Date: Revised August 2026

POSITION PURPOSE

The Front Desk Receptionist serves as the primary ambassador and first point of contact for Dermatology Consultants of Sacramento. This role is vital to setting a welcoming, professional, and compassionate tone for our patients. Key responsibilities include managing patient check-in and check-out, verifying insurance coverage and demographic information, collecting co-pays and balances, scheduling appointments, coordinating patient communications via My Health Online (MHO) and JotForm, and maintaining smooth clinic workflows. The ideal candidate ensures exceptional patient customer service while strictly adhering to HIPAA privacy regulations and medical office standard operating procedures.

KEY DUTIES & RESPONSIBILITIES

- **Patient Greeting & Experience:** Warmly and professionally welcome patients upon arrival, establishing a supportive, efficient, and positive clinic culture. Assist patients with registration forms, portal navigation, and general office inquiries.
- **Check-In & Check-Out Operations:** Accurately process patient check-ins and check-outs within the Electronic Medical Record (EMR) system. Verify patient demographics, update external portal data (e.g., JotForm, My Health Online), and capture required intake documents.
- **Financial Collections & Co-pays:** Collect co-pays, deductibles, coinsurance, and outstanding balances at check-in/check-out. Issue receipts and reconcile daily payment collections accurately.
- **Insurance Verification & Eligibility:** Verify insurance eligibility, coverage details, and authorization requirements prior to scheduled appointments to minimize billing discrepancies.
- **Appointment Scheduling & Optimization:** Schedule, reschedule, and confirm patient appointments via phone and in-person. Monitor and clean daily schedules to identify appointment gaps and optimize provider schedules.
- **Communication & Portal Management:** Promptly answer incoming phone calls, respond to voicemails, and monitor the My Health Online (MHO) patient portal. Manage incoming and outgoing faxes, ensuring rapid distribution to providers and clinical staff.
- **Inventory & Clinic Upkeep:** Maintain a spotless, organized, and professional reception and waiting area. Monitor and manage front office inventory, including retail sunscreen and cosmetic supplies (updated monthly or as needed).
- **Opening & Closing Procedures:** Execute daily opening and closing office protocols, including securing patient information, unlocking/locking facilities, and preparing next-day appointment charts and schedules.
- **Compliance & Team Support:** Strictly comply with HIPAA guidelines, OSHA safety standards, and administrative guidelines. Perform other operational duties as assigned by practice leadership.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- **Communication & Customer Service:** Exceptional verbal and written communication skills with a proven customer-first approach; ability to interact with patients and family members with empathy and professionalism under stressful situations.
- **Technical & EMR Proficiency:** Strong proficiency with medical office hardware/software, Electronic Medical Records (EMR) systems, patient portals (My Health Online), online intake forms (JotForm), and Microsoft Office/Google Workspace.
- **Dermatology Expertise:** Knowledge of general medical terminology and clinical workflows; familiarity with dermatology terminology and procedures is highly preferred.
- **Organization & Multitasking:** Excellent organizational, time management, and problem-solving skills with the ability to prioritize tasks effectively in a fast-paced clinical setting.
- **Teamwork & Dependability:** Strong collaborative spirit, high degree of self-motivation, attention to detail, punctuality, and ability to work independently or as part of an integrated healthcare team.

EDUCATION & EXPERIENCE REQUIREMENTS

- **High School Diploma or GED Equivalent:** Required.
- **Medical Front Office Experience:** 1+ years of experience in a medical front desk, receptionist, or Medical Assistant (MA) role required.
- **Specialty Practice Experience:** Prior experience in Dermatology or specialized outpatient clinic environments highly preferred.

PHYSICAL DEMANDS & WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- **Sitting/Screen Time:** Ability to remain in a seated position for extended periods (shifts up to 8 hours) with continuous exposure to computer monitors.
- **Lifting & Mobility:** Frequent light lifting (5–25 lbs) for office supplies and documents; occasional need to assist patients in and out of wheelchairs or mobility devices.
- **Movement:** Occasional bending, stooping, reaching, and standing throughout the workday.
- **Vision & Hearing:** Normal or corrected visual acuity and auditory capabilities required for communication and system navigation.

ACKNOWLEDGMENT & DISCLAIMER

This job description in no way states or implies that these are the only duties to be performed by the employee(s) in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent will possess the skills, aptitudes, and abilities to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an 'at-will' employment relationship.

EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received, reviewed, and understood the job description for Front Desk Receptionist.

Employee Signature: _____

Date: _____