

Receptionist

Summary

As a receptionist, your duties will include but may not be limited to keeping accurate medical records, clerical work, client education, promotion of hospital products and services and support of the practice manager and other team members. This position requires a practical knowledge of the hospital's procedures, policies and services; client and patient treatment protocols; data transcribing; word processing and the standard procedures, records and terminology used in the veterinary hospital.

Client Relations

- Greet clients and pets by name immediately upon entering.
- Ensure that the reception area and exam rooms have up-to-date reading materials, activities for children and are clean and odor free.
- Check that addresses and phone numbers on medical records are current.
- Record current pet weights at each hospital visit and record in medical file
- Schedule appointments and surgeries. Provide clients with preappointment and pre-surgical recommendations i.e. fasting prior to appointment.
- Answer business and personal phone calls in a friendly and professional manner. You will route calls to the proper staff members, answer inquiries about services and or products and provide knowledgeable advice concerning the care and treatment of animals.
- Record all conversations with clients including first name and time of call in medical records.
- Call to confirm next day appointments.
- Receive clients and place in rooms if required to insure proper flow of appointments
- Follow established clinic policies and procedures when referring clients with complaints of acute symptoms. You must determine the nature of the animal's injury or illness and reassure distressed pet owners. You will also determine whether immunizations and tests are current and recommend updates when necessary.
- Fill prescriptions and provide routine instructions to owners concerning medications.
- Reaffirm doctor recommendations at completion of appointment
- Address clients as Mr., Mrs., or Miss and always refer to the veterinarian as Doctor. Do not use the doctor's first name in the presence of clients.

Fees

- Prepare invoices, collect and process payments. This will include making change, processing credit cards and debit payments, and counting the cash box. Depending on whether you are working in a manual or computerized environment, print or record the end of day financial balances ensuring they are accurate.
- Know the fees for routine services so that you can inform your clients.

- Explain all invoices in detail to clients. If you cannot answer their questions regarding fees, speak with the attending Manager. Do not allow any financial discrepancy to go unresolved.
- End of day/shift balancing of cash.

Administration

- Enter data manually or by computer and retrieve and modify sorted records. You will follow specific protocols to transcribe information, set up programs, and establish program controls.
- Data you will enter, modify or retrieve includes: the patient reminder lists; receipts or invoices to update medical and financial records and accounting
- Ensure the efficacy of the reminder system and provide statistical results of reminders to hospital manager.
- Daily and weekly backups of computer records (where applicable)
- Maintain adequate supply of client education material at the front desk i.e. Brochures, handouts etc.
- Regularly update client information area in the hospital
- Maintain and provide statistical reports for no-shows, rescheduled appointments etc. to the hospital manager as required.
- Schedule referral appointments and confirm date and time with client.
- Inform client of any necessary preparation prior to appointment.
- You will prepare all required forms including clinical records, health and immunization certificates, laboratory reports and euthanasia certificates - in advance if possible.
- Review charts of all discharged patients for completeness. You must also make new appointments and note changes in patient status when necessary. Based on your review, you will refer charts to a doctor or RVT for further review. At that time, you must ensure that the clients have met all financial obligations or that acceptable alternative arrangements have been made.
- Maintaining the appointment schedule.
- Preparing information packets- new client folders, new puppy and kitten packages, dental packages, weight-loss packages etc.
- Receiving clients, out-patients, animals to be euthanised and emergencies.
- Ensure all treatment, surgery, boarding forms are signed and an emergency number is left.
- Admit/discharge or delegate admittance/discharge of boarders/surgeries/flea baths etc to animal care personnel.
- Maintenance of the appointment book
- Maintenance of the boarding schedule
- Retrieve, update and file patient records.
- Keep reception desk and area tidy and clean
- Clean up after pet accidents in the waiting area
- Water and maintain plants in waiting and exam rooms

- Collect specimens clients bring in for laboratory analysis, label and take to the lab area. Make notation of receipt of the specimen including the date and time of collection in the appropriate hospital log to ensure they are done and the owner is notified of the results. Place corresponding medical file in appropriate area. Notify technical staff.
- Follow up with overdue clients.
- Purge files yearly.

Marketing and Promotion

- Promote in-hospital ancillary services such as boarding, grooming etc
- Market over the counter pet accessories. You will be required to show knowledge and salesmanship abilities. You must be able to explain and demonstrate products, answer questions, record sales, make change, and wrap or bag merchandise.
- Help update client files and prepare and mail thank-you, sympathy and welcome cards & miscellaneous cards.
- Promote practice protocols through client education using the appropriate terminology. You must be well-versed in the subjects of parasites, vaccinations, routine surgeries, heartworm and flea prevention etc.

Cleaning & Maintenance

Keep the medical area of the hospital a clean and sanitary place in which to work and practice veterinary medicine. Keep the hospital as germ-free and infection-free as possible. Your responsibilities include, but are not limited to:

You are responsible for reviewing the clean checklist to make sure all scheduled clean is completed daily.

SUPERVISORY RESPONSIBILITIES:

Insert

QUALIFICATIONS:

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

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); or one to 6 months' related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and comprehend simple instruction, short correspondence, and memos.

Ability to write simple correspondence in English. Ability to effectively present information in one on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

PHYSICAL DEMANDS:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions, outside weather conditions, and extreme heat. The employee is frequently exposed to moving mechanical parts and fumes or airborne particles. The employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually loud.