

wsReceptionist Job Description:

The Receptionist is responsible for representing the hospital through client service. Receptionists must possess good critical thinking and problem-solving skills. They must be compassionate, have a positive attitude, and teamwork skills. Excellent client communication skills and commitment to outstanding client service are essential.

Receptionists are responsible for:

Patient Care:

- Executing safe and effective animal restraint using Fear Free protocols, if needed, but receptionist should be utilized as a last resort.
- Prepping Fear Free materials for appointments & ensuring that they are utilized.
- Weighing every animal that comes in, each time they come in, and making sure the weight is updated in the computer.

Client Service:

- Proper telephone skills, answering quickly, speaking professionally, entering conversations into the record, and take messages appropriately.
- Client education including: Types of prevention we carry (flea/tick/heartworm), prescription food, and medications.
- Updating client information in computer including email, cell number, correct address, and patient picture. Maintaining all client records including linking or scanning documents to client file.
- Client correspondence including reminder cards, sympathy cards and welcome cards.
- Performing reception rechecks in a timely manner and follow up with doctors.
- Adjusting and explaining canned estimates to owners.
- Scheduling appointments utilizing our SOP & giving owners special instructions regarding bringing samples or staying in the car until a room is available.
- Greeting clients when they walk in the door.
- Checking in patients.
- Placing clients & patients into exam rooms.
- Knowledge of our payment protocol and our recommended sources for financial assistance.
- Checking clients out for walk-in transactions & for daily appointments.
- Forward booking rechecks and routine appointments for clients.
- Going over forms and paperwork before surgery. Knowledge of discharge instructions and possible complications.
- Going over forms and paperwork for euthanasia while following protocol for aftercare selection and notification of patient for pick up.

- Knowledge of our online pharmacy and client communication app so they can be recommended & owners helped with issues.

General Duties:

- Understanding the types of medications kept in hospital and where they are located. Also, understanding of commonly used abbreviations like BID, OU, and q24h. Filling prescriptions when labels are printed, if needed.
- Advanced knowledge of the computer system with the ability to train other staff members & troubleshoot problems.
- Restocking food in lobby. Getting food set aside for patients in the cat kennel.
- Knowledge and utilization of the tag reorder system for inventory and supplies.
- Unpacking shipments from distributors, checking expiration date & lot number, pulling out special orders & alerting owners that items have come in, and placing tags on clinic supplies/medications & putting away using first in/first out method.
- Keeping all areas of the hospital clean and tidy, including assisting with closing cleaning at the end of the day.
- Cleaning each room and checking the reception area between patients.
- Balancing the drawer at the end of the night, adding to, or completing the bank deposit.
- Assist in maintenance of outside of hospital as needed including watering plants & pulling weeds.
- Taking mail/packages to the post office to be mailed.
- Help veterinarians or other staff members accomplish other tasks to make the hospital run smoothly.
- Knowledge of other job descriptions and assist in training new staff.