



# North Idaho

## DERMATOLOGY

### Registration Coordinator

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**North Idaho Dermatology**  
**Reports to:** Registration Manager  
**FLSA:** Non-Exempt  
**Role:** Individual Contributor

#### **DESCRIPTIVE SUMMARY**

The Patient Coordinator typically works at the front desk of our medical office and provides assistance to our patients and other visitors.

#### **ESSENTIAL FUNCTIONS**

- Greet patients with a smile and a positive attitude.
- Check-in/check-out all patients for North Idaho Dermatology by obtaining accurate and up-to-date demographic and insurance information at each patient visit.
- Answer telephone promptly and in a polite and professional manner, redirecting calls if needed.
- Collect co-payments from all patients, as required.
- Assist with insurance verification of new patients and established patients with new insurance.
- Schedules appointments and makes reminder appointment calls.
- Maintain an accurate cash box, including end-of-day balancing.
- Keep waiting area clean and neat at all times.
- Must exercise the utmost diplomacy and tact to provide excellent customer service for patients.
- Practices confidentially and privacy protocols in accordance to the practice policies and HIPAA requirements.
- Adhere to all practice policies on safety and security.
- Performs all duties and services in full compliance with North Idaho Dermatology Core Values (Innovation, Professionalism, Optimism, Empathy, & Teamwork)
- Travel to other locations 20%
- Other duties as assigned (post registration. faxes, EMA scans)

#### **COMPETENCIES**

- Flexibility
- Communication Proficiency



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- Collaboration Skills
- Customer/Client Focus
- Technical Capacity

#### **POSITION REQUIREMENTS (REQUIRED & PREFERRED)**

- High school or GED
- (1) year of clinical front desk experience
- Ability to demonstrate excellent customer service
- General understanding of HIPAA guidelines
- Proficiency in computer software use, including Word, Excel, and Google docs
- Ten Key experience preferred
- Dermatology experience preferred

#### **SUPERVISORY RESPONSIBILITY**

No direct reports

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The physical demands and work environment characteristics described here are the representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions:

- *Physical demands:* While performing the duties of this job, the employee is required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; balance; eye-hand coordinator; stoop; talk or hear. The employee must occasionally lift/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.



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- *Work environment:* General office setting. Constant contact with individuals from any backgrounds; minimum exposure to communicable diseases. Noise level in the work environment is usually moderate.

**GENERAL SIGN-OFF:** The employee is expected to adhere to all company policies. *Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities and activities may change at any time with or without notice.*

I agree that I have received a copy of this job description and understand the requirements of this position.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name