

- 20.) Schedules patients for follow-up testing and follow-up visits.
- 21.) Track patient bills.
- 22.) Assumes other responsibilities as assigned.

KNOWLEDGE AND SKILL REQUIREMENTS:

- 1.) Possess accurate and proficient typing, transcription, and general office skills as are usually obtained through completion of a business or commercial training program or its equivalent in experience. A high school diploma or its equivalent is often required for entrance into such a training program.
- 2.) Possess good communication skills, both oral and written.
- 3.) Must have the ability to organize work and meet deadlines.
- 4.) Must be able to deal with a variety of personalities in a mature manner.
- 5.) Demonstrate the ability to handle stress.
- 6.) Knowledge of billing and insurance forms desirable.
- 7.) Knowledge of tax and insurance forms for personnel desirable.
- 8.) Maintain current computer knowledge as needs change or new software programs are acquired.

WORK ENVIRONMENT:

- 1.) Each job requires the following demands:
 - A.) Physical Demands
 1. Must possess good physical and mental health.
 2. Must be capable of stooping, bending, stretching and lifting.
 3. Must be able to stand and walk for long periods.
 4. Must appear well groomed and poised at all times.
 5. Must possess manual dexterity to handle and manipulate equipment and appliances.
 - B.) Mental Demands
 1. Must have the ability to control emotions and maintain composure under stress using tact and good judgment.
 2. Must be able to adjust to various personalities and situations.
 - C.) Special Demands
 1. Must be self-confident and maintain a positive attitude.
 2. Must be capable of performing in an environment that demands extreme consciousness, emotional stability, attention to the minute details and keen observation.
 3. Must have patience and tact in dealing with patients and the public.
 4. Must have ability to work effectively in an environment which tends to be tension provoking.
 5. Must be able to communicate effectively with patients, doctors, co-workers, and other departments.
 6. Must work well under supervision, as well as independently and be able to take constructive criticism.