

Good Company Counseling & Coaching, PLLC
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Medical Office Assistant Job Responsibilities

- Scheduling patient appointments.
- Manage provider schedules - make sure therapy and psychiatric appointments are not billed on same day, limiting intakes, rescheduling patients when provider is out, monitoring for potential errors.
- Managing patient check-ins and check-outs.
- Vitals and medication reconciliation prior to visits.
- Answering phone calls and responding to inquiries.
- Maintaining and updating patient records.
- Coordinating referrals to community resources (infusion clinic, special evaluations, etc.).
- Creating patient resource guides when able (food pantries, shelters, psychological evaluations, neuro-psychological testing, etc.)
- Assisting with patient intake forms and documentation as needed.
- Managing office correspondence, including emails and faxes (no show communication, record requests).
- Ordering and maintaining office supplies inventory.
- Coordinating with laboratories for test results.
- Creating client profiles in lab systems.
- Ensuring compliance with healthcare regulations and privacy laws.
- Properly document activities and communications into HER.
- Assisting healthcare providers with administrative tasks.
- Organizing and filing medical documents (scanning documents into the EHR).
- Complete and assume responsibilities for prior authorizations.
- Patient forms request (FMLA, disability, excuse notes, requested letters, school medication forms, ROIs, etc.)
- Making sure check-in forms are stocked up front/given to patients.
- Assist with scheduling patients in the referral cue.
- Processing refill requests.
- Troubleshooting pharmacy prescription issues.
- Relay messages to patients from providers via phone upon request.
- Organize and manage drug rep. information and coordinate rep visits upon provider request.
- OTHER DUTIES AS ASSIGNED.

