

Receptionist Duties

INTRODUCTION

Veterinary Receptionists are under the direct guidance and supervision of the Owner, all Doctors and the Practice Administrator. This position requires a practical knowledge of hospital organization and services, the basic rules and regulations governing visitors and animal patient treatment, data transcribing, word processing, and a *practical knowledge of the standard procedures, veterinary records and terminology used in the hospital*. Incumbents of this position are required to perform record keeping duties, clerical duties related to animal patient care and treatment, and to provide miscellaneous support to the veterinary Practice Administrator and staff.

MAJOR DUTIES

1. Greeting clients pleasantly and checking patients in and out of hospital.
2. Invoicing and collecting fees for goods and services provided.
3. Preparing paperwork for daily appointments including surgeries, drop-offs, boarding, grooming and sick and well appointments.
4. Ensure all medical history and charges have been entered correctly in computer by auditing charts daily.
5. Completing Daily Reminder Recalls.
6. Confirming all appointments the day before.
7. Check email and other electronically scheduled appointments.
8. Answering the phone pleasantly, determining the needs of a patient and scheduling appointments appropriately using correct terminology and practice protocols.
9. Communicating with doctors and other staff members about in-clinic patients and using appropriate terminology, communicate back to the client.
10. Completing End of Day financial tasks including preparing deposit slip associated with report and ensuring deposit is taken to the bank.
11. Learn to complete End of Month Financials and process when needed.
12. Assisting fellow staff in filling prescriptions, drawing vaccines, assisting in holding of pets or other activities that may become necessary.
13. Keeping front area clean at all times.
14. Escorting patients to and from rooms.
15. Attend all team meetings.
16. Respect and support all team members.
17. Place animals and clients needs first.
18. Complete other tasks assigned by the Practice Administrator, Doctors, or Financial Manager.

GENERAL EXPECTATIONS:

1. Arrive to work on time for each shift.
2. Limit overtime hours unless approved by Practice Administrator.
3. Complete all assigned shifts unless you are too sick to work and maintain good attendance.
4. Schedule vacation time at least one month in advance.
5. Come to work with a good attitude.

CONTROLS OVER WORK

The Practice Administrator provides continuing or individual assignments indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priority of assignments. The Practice Administrator provides additional, specific instructions for new, difficult or unusual assignments. The Veterinary Receptionist uses initiative in carrying out recurring assignments independently without specific instructions, but refers deviations, problems, and unfamiliar situations not covered by instructions to the Practice Administrator for decision or help. The practitioners assure that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments, if the receptionist has not previously performed similar assignments. Administrative supervision may be provided by the Practice Administrator.

Physical Effort: Work may require lifting and carrying animals which may weigh upwards of 50 lbs. Sits for extended periods of time performing computer related tasks. Up and down frequently while interacting with clients and pets.

Working Conditions: Work often exposes the Veterinary Receptionist to unpleasant odors and noises. May be exposed to bites, scratches, and animal waste; may also be exposed to contagious diseases.