**Clinic Secretary**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

The Clinic Secretary supports the operations of the Birdsong Resident Clinic, providing Administrative support including; greeting residents, patients, answering the telephone, making appointments, preparing charts for appointments, and communicating messages and reminders to staff and residents.

**RESPONSIBILITIES**

* Serves as receptionist for the Clinic, answering incoming calls, receiving patients and visitors into the Clinic and assigning appropriately.
* Prepares reports, tracks and monitors reports and systems Prepares calendars, articles and resident forms for resident clinic.
* Maintains employee records and sends monthly TB screening due list to supervisors. Files results in employee file. Monitors for meeting deadlines and notifies managers and clinic manager if not met.
* Provides support for clinic by preparing charts, obtaining notes and reports, faxing results, uploading to EHR. Schedules all appointments in EHR system, takes messages or refers to the appropriate person and/or department.
* Verifies insurance information is up to date & documented in EHR accurately identifying Primary/Secondary insurance and uploading to EHR system.
* Maintains Emergency Preparedness Information with current up to date telephone listings for staff, doctors, and emergency numbers, emergency supplies listing, and current up to date information.
* Schedules and maintains Lab Book, mobile X-ray, and outside vendor scheduling.
* Maintains telephone listings up to date for residents, employees, and special occasions (birthdays)
* Prepares daily schedules for clinic, NP’s, doctors, in house and outside vendors.
* Notify residents of their appointment 24 hour prior to ensure timeliness.
* Notify nursing supervisors in ES and Hoy of times for their resident’s appointments.
* Keep appointments on schedule by notifying provider of arrivals/delays.
* Serves on designated committees.
* Opens and closes Clinic based on designated Clinic hours. Keeps Clinic Manager abreast of any important information regarding clinic matters.
* Performs other duties as assigned.

**QUALIFICATIONS**

* Administrative and Clerical skills.
* Proficiency with Microsoft and Google Applications; including excel, word and publisher.
* Strong verbal and written communication skills.
* Good telephone etiquette skills.
* ICD-10 coding.
* Customer service experience.

**BENEFITS**

* Health & Dental Available Day 1 for new employees!
* Dental Insurance
* Life Insurance
* Long-term Disability Insurance
* Medical Insurance
* Short-term Disability Insurance
* Employee Assistance Program
* Retirement Plan with employer match
* Paid Time Off (PTO)
* Employee Discounts
* Excellent Advancement Opportunities
* Scholarship Program for Employees/Family Members
* Tuition Assistance
* Six paid holidays
* Vision