**Job Title:** Physical Therapy Front Office

**Job Summary:** The Physical Therapy Front Office is responsible for providing excellent customer service to patients, managing patient scheduling and billing, and maintaining accurate patient records. The Front Office staff plays a critical role in ensuring the smooth operation of the clinic and the delivery of high-quality patient care.

**Key Responsibilities:**

* Greet patients and visitors in a friendly and professional manner and provide excellent customer service.
* Manage patient scheduling, including new patient intake, appointment scheduling, and rescheduling as needed.
* Verify patient insurance coverage and eligibility and collect co-payments and other fees as required.
* Maintain accurate patient records, including demographic information, medical history, and treatment plans.
* Manage patient billing and collections, including submitting claims to insurance companies and following up on outstanding balances.
* Answer phone calls and respond to patient inquiries promptly and professionally.
* Manage clinic inventory and supplies, including ordering and stocking supplies as needed.
* Collaborate with other clinic staff to ensure the smooth operation of the clinic and the delivery of high-quality patient care.

**Qualifications:**

* High school diploma or equivalent.
* Excellent customer service and communication skills.
* Strong organizational and time management skills.
* Ability to multitask and work effectively in a fast-paced environment.
* Knowledge of medical terminology and insurance billing procedures.
* Experience with clinic management software and electronic health records (EHRs).

The Physical Therapy Front Office plays a critical role in ensuring the smooth operation of the clinic and the delivery of high-quality patient care. The Front Office staff must have excellent customer service and communication skills, strong organizational and time management skills, and a commitment to providing excellent patient care.