

RESEARCH RECEPTIONIST

JOB DESCRIPTION

(Effective December 22, 2008)

Research Receptionists perform a wide variety of clerical and ministerial duties associated with the scheduling of clinical research activities, including (but not limited to) patient appointment work and visit monitoring. Research Receptionists are typically the first clinical personnel to greet patients and other visitors.

Reports to: Clinical Research Director and Study Investigators

Classification: Non-exempt position

QUALIFICATIONS/JOB REQUIREMENTS:

- Demonstrated ability to operate basic office equipment including (but not limited to) copying machines, facsimile machines, multi-line telephones and personal computers.
- Ability to effectively devote keen and acute attention to detail.
- Ability to multi-task and perform multiple critical tasks simultaneously (under dynamic and ever-changing circumstances).
- Strong desire and demonstrated ability to work with persons seeking professional health care.
- Strong written communication skills, including exceptional spelling abilities.
- Strong verbal communication skills.
- Strong interpersonal skills.
- Highly motivated “self-starter” with the ability to exercise initiative, together with ability to work as a team player as well as independently while managing a variety of study related projects simultaneously.
- Basic knowledge of computer operations and demonstrated computer skills in a variety of software environments (*i.e.*, Word, Excel, Internet).

RESPONSIBILITIES:

Research Receptionists shall:

- Ensure the front door is unlocked at 7:00 a.m. each business day.
- Professionally, courteously and in a timely manner greet patients and ensure each patient signs the daily log.
- Utilizing the *Clinical Conductor* and *eClinical* systems to check in patients in a timely manner.

RESPONSIBILITIES (CONT):

- Immediately notify the appropriate coordinator or clinical assistant when patients arrive.
- Ensure, for each patient visiting for the first time, that patient demographic sheets and HIPAA consent are completed and immediately forwarded to the applicable Clinical Research Coordinator(s).
- Print all electronic records from *Pulse* and *E-Clinical* for all new patients.
- Consistently and immediately add new or updated information to *Clinical Conductor* when it first becomes available.
- Track subject stipends in *Clinical Conductor*.
- Regularly monitor phone messages, taking note of messages from patients and coordinators.
- Block coordinators' schedules in *Clinical Conductor*, when requested to avoid double-booking of patients.
- On a daily basis, print out the following day's schedule and telephone patients to remind them of their next day's appointments. (Reminders may be delivered directly or by leaving a message, when appropriate).
- Track all encounters for visits, if not received, remind CRC to return.
- Print out physicians' and physicians' assistants' schedules and ensure those schedules are properly displayed on designated hallway boards.
- Block physician schedules for CRA visits.
- Every Monday, print schedule for Dr. St. Clair for the following week.
- Notify the research physician/physicians' assistant of the time of the first patient arrival time for the following business day.
- Consistently and effectively utilize all applicable computer software applications to enhance workflow and study activity efficiency.
- Type all new study summary work sheets.
- Learn, apply and utilize computer software applications to enhance workflow and study activity efficiency.
- Willingly accept all special assignments.
- Reschedule missed patient visits.
- Pull clinic charts for next day appointments, monitors, and coordinators when necessary.
- Attach final visit questionnaire to final visit encounter forms and charts.
- Assist FME receptionist when needed.

RESPONSIBILITIES (CONT):

- Update CRC productivity form once daily.
- Identify and flag research patients in eClinical System.
- Write out all patient stipends for next day's patients.

WORKING CONDITIONS:

- Medical office environment, specializing in family practice. Direct contact with patients, staff and physicians. Exposure to communicable diseases and body fluids, hazardous substances and other conditions common to clinic environment. Exposure to emergency situations.

ACKNOWLEDGMENT

I acknowledge receiving and reading this Job Description, and having the opportunity to ask questions about it and having those questions answered.

“Employee”

“Witness”