



"The staff of Forney Animal Hospital is dedicated to treating your pet as our own by providing the highest standard of professional care."

<b>Job Position:</b>	Receptionist	<b>Supervisor:</b>	Office/Practice Manager
<p><b>Job Summary:</b>  The purpose of this position is to always give the best possible perception of the highest standard of veterinary medicine. The job of a receptionist includes many duties, each as important as the other. The top priority is to provide the highest standard of customer service, to perform record keeping duties, to perform clerical duties related to animal patient care and treatment, and to provide miscellaneous support to the veterinary practice manager and staff. 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.</p> <p><b>Major Duties:</b></p> <ul style="list-style-type: none"> <li>• Always put the customer first. The customer is defined as clients and patients. Patients should be acknowledged and an attempt to socialize with each patient is important for the perception of a “pet friendly” environment. Each individual client has a set of expectations, requirements and a perception. The role of a receptionist is to set reasonable expectations and be sure to exceed them, accommodate any and all requirements within reason and give the perception of quality care by respecting customers <b>and</b> employees.</li> <li>• Communicate well and speak professionally to clients, doctors, co-workers and managers. Always notate any client communication in the medical record with detail and accuracy. It is a top priority to listen well and “read” clients in attempt to gather as much information as possible to relay to the medical staff. Client communication should be a priority and the preferred method of contact should be notated on each account. All receptionist must utilize the reminder system for any reminders (treatments or appointments).</li> <li>• Receive telephone and personal callers, screen those that are handled by other staff members and take care of routine calls. The routine calls include those seeking information about veterinary services (“telephone shoppers”). Calls may be monitored for customer service quality assessment and reviewed periodically. Provide knowledgeable sub-professional advice concerning the care and treatment of animals.</li> <li>• Demonstrate initiative to learn about the veterinary medical field with approved resources.</li> <li>• Accept new procedures and protocols with a positive attitude and share any new ideas or changes with other staff and supervisors.</li> <li>• Receptionists are responsible for triage and hospital flow. Follow established hospital policies and procedures in referring clients for immediate treatment of their animals when requests are accompanied by complaints of acute symptoms. Determine nature of injury/illness and attempt to reassure distressed pet owners. Determine whether immunizations/tests are current and educate clients on services recommended.</li> <li>• The receptionist is responsible for managing the schedule. It is crucial to keep steady business without sacrificing quality of care. Schedule appointments for the appropriate time and duration after obtaining all necessary data concerning the animal and owner. Prepare all required forms</li> </ul>			

such as new client forms, client information update form, animal clinical records, immunization certificates, boarding forms, treatment forms, surgical forms, lab reports, and euthanasia certificates in advance, if possible.

- Review charts of patients being discharged from the hospital for completeness of information and make new appointments or note changes in patient status as necessary. Assure that all financial obligations are met by owners or that acceptable arrangements have been made.
- Collect client fees, make change, run credit card transactions assist in making count of cash box. Collect account receivables.
- Perform over-the-counter selling of specialty merchandise comprised of animal grooming aids and sundry veterinary items. Exercise a technical knowledge of products sold and demonstrate salesmanship abilities. Explain and demonstrate products, answer questions concerning products, record transactions, make change, and wrap/bag merchandise.
- Fill veterinary prescriptions with appropriate medication; provide routine instructions to owners concerning prescription for medications and any blood work required before additional refills.
- Collect lab specimens from pet owners, match with records, label correctly, and provide to vet techs.
- Assist in the updating of client files; prepare and mail "Thank You" cards and "Welcome" cards. Follow-up with clients when hospital records indicate no recent visits; determine whether other veterinary facilities have been used or whether the client still owns the animal(s).
- As required, enter data into the computer system, retrieve and modify stored records. Follow specified sequences of steps to activate terminal and perform daily functions. Program includes, but is not limited to, such areas as reminder list of patients for periodic notifications, receipt and/or invoicing to update medical/financial records; accounts payable, accounts receivable, billing and aging of accounts, income distribution, inventory control, client records, pet records, medical records, word processing to produce letters for general correspondence and special mailings to clients, etc.
- The condition and maintenance of the front hospital, reception area and lobby is the responsibility of the receptionist. Cleanliness, organization, and weekly updating is important to the improvement of the clinic.
- Client education is very important for the health of our patients and the knowledge of our clients. Receptionist are responsible for keeping brochures in stock and organized. Along with brochures, it is equally important to keep new client packs in stock and constantly updated.

### **Controls Over Work**

Works under the direct supervision of the veterinary practice manager who will indicate general assignments, limitations, and priorities. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the supervisor. Completed work is reviewed for technical accuracy and compliance with established procedures. Calls may be monitored for customer service quality assessment and reviewed periodically.

### **Skills and Knowledge**

- Knowledge of hospital procedures and operating instructions for making appointments assembling patient medical records, recording test results, relaying information regarding patient's condition, and compiling and submitting data on patients treated.
- Knowledge of the spelling and meaning of commonly used terminology of veterinary medicine to accurately record results of tests and attach veterinary medical reports.
- Personal contacts are with animal owners affected by a variety of problems, visitors, and other staff members. Exceptional customer service skills are required. Must accurately relay owner's account on the medical complaint(s) of the animal(s) involved to the staff members who will be

involved in treating the patient(s).