

# wagner

## MEDICAL CLINIC

3644 West State Hwy 18, Manila, AR 72442  
Phone: (870) 561-3300 Fax: (870) 561-3307

### **Front Office Check-In Duties**

1. Answer phones: Schedule patient appointments, transfer calls, send task through the Electronic Medical Records (EMR) software to Providers and nursing staff.
2. Verify: Verify insurance(s), addresses, phone numbers and emails.
3. Intake picture of each patient that comes in the office.
4. Enter new patient information and scan documentation into the EMR.
5. Print Superbills for the following day to verify insurances.
6. Call patient's and schedule yearly wellness.
7. Follow up with patients about yearly mammogram and colonoscopy.
8. Faxing

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### **Front Office Check-Out Duties**

1. Collect all co-pays and any old balances.
2. Answer phones
3. Medical Records Request
4. Scanning Documents
5. Typing Charts into the Electronic Medical Records (EMR)
6. End of day journal
7. Faxing and emailing
8. Scheduling referrals for outside appointments
9. Delegating phone calls by inter office system.