

Dr. Adrian J. Hohenwarter Family Practice

745 South Grant Street Palmyra, PA 17078
info@dradriandmd.com

Specializing in Integrative Medicine with a focus on Bio-Identical Hormones, IV Therapies and Holistic Medicine.

Medical Receptionist / Administrative Assistant (primary role)

eCommerce Fulfillment (secondary role)

We are seeking one full-time employee 40 hours per week.

Duties include:

MUST have some knowledge or interest in health and wellness. Knowledge of Supplements is helpful.

No Perfumes or scented laundry detergent! We are a chemical sensitive office.

MUST have good math skills, attention to detail & be able to multi-task.

Primary responsibilities when covering the front desk:

- Office Hours (40 hours per week):
 - 10:00am – 5:00pm Monday (7 hours)
 - 8:15am till 5:15pm Tuesday, Wednesday and Thursday (9 hours each day)
 - 10:00am – 4:00pm Friday (6 hours)
- Answer all calls and emails. Process all faxes and file charts as necessary. Process record release requests. Help doctor place IV supply orders and place RX ship to patient orders for compounding pharmacy orders.
- Schedule patient appointments as well as proactive scheduling of patients overdue for an annual appointment.
- Check patients in and out, verify contact information, data entry, verify & maintain consent form compliance, process orders for in office patients and collect payment (cash, check & credit cards).
- Fill RX for patients, verify RX, label RX and document. Doctor Adrian compounds his own Hormones and other medicines, so this role is responsible for validating prescription refills and completing data entry to the PDMP Clearinghouse for RX containing controlled substances.
- Data entry of patient data, sales transactions, sales tax collected, prescription data.
- Place orders for medical and IV supplies, supplements as directed. Upon receipt of product, audit quantity ordered vs received and put IV supplies away.

- Manage incoming patient labs, obtain review of labs by doctor, call patient in a timely manner with results.
- Audit patient charts to determine if any consent forms are required before patient appointment. Prepare any required forms and collect signatures at the time of the appointment or through the appointment system.
- Enter and maintain accuracy of RX data as well as RX labels and their NDC codes for track and trace data maintenance.
- Maintain supply of handout forms, RX claim forms, patient consent forms, etc...
- End of week, pull all charts for the upcoming daily appointments, audit charts and send out request to complete missing forms. Friday, confirm new patient appointments for the upcoming week
- End of day daily cleanup of office, bathroom, trash, and kitchen (except Fridays as cleaning staff cleans the entire office).
- Other administrative office tasks as directed.

Secondary responsibilities:

- Fill mail orders for RX renewal and supplement sales from our website ordering system and phone in order line. Verification and validation of RX before dispensing refill requests. Prepare orders for shipping, print shipping labels and take packages to the post office at the end of day if necessary.
- Unpack & process supplements with calculated pricing, shock shelves and learn about each product to assist customers with purchase questions.
- Restock shipping supplies
- Update website products out of stock status, update product price changes, and other website administrative duties as directed.

Skills & Physical Requirements:

- Should be dependable to open and close the office as we have limited backup staff.
- This is a very fast-paced multitask position and previous medical office experience is helpful.
- Should be proficient in HIPAA compliance.
- Should be proficient in Microsoft 365: Excel, Word and Outlook
- Should be good with math and able to calculate prescription refills based on dose, calculate cost of goods for product inventory and calculate change at check out.
- Should have attention to detail and be extremely organized.
- Should be very friendly with patients and willing to help.
- Should be able to lift heavy boxes on average less than 15 lbs.
- Must be able to go up and down stairs, sit for a prolong period and work at a computer. Must be able to bend to access charts and stock supplement shelves.

- Must be able to move trash cans and recyclables to the curb for trash pickup on Monday mornings when needed.

Benefits

1. Hourly pay is \$25 - \$28.00 per hour depending on experience and ability to work independently with accuracy.
2. 10 paid days off which can be used as sick or vacation/personal time off.
3. 6 paid holidays
4. Supplements at cost
5. Hormone RX at 50% off for employees only who are patients of Dr Hohenwarter
6. Summer hours: when the doctor is off, employees can have a shorter workday and or coordinate dates off. So, there are opportunities to take time off or have shorter workdays. When the office is closed to patient appointments, the staff works on completing website orders.
7. Because we are a small office, we do not have the ability to provide paid healthcare. However, Dr. Hohenwarter provides some services for free or at a discount for employees who opt to become a patient. We can provide employees with access to select healthcare through the Pennsylvania State health insurance program.