

Dr. Adrian J. Hohenwarter Family Practice

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

**Medical Receptionist / Administrative Assistant /
eCommerce Fulfillment**

We are seeking one part-time employee for 20 - 27 hours per week.

Office Hours:

Tuesday & Thursday 10:30am – 6:30pm (20-minute paid lunch break)
Wednesday 8:30am – 5:30pm (20-minute paid lunch break)
and on occasion
Monday (5 hours per day no paid break)

Note: This position would be the primary back up to cover the front desk when staff is not able to work. Monday – Friday open till close.

Current schedule for the Front desk is:

Monday 10am – 5pm

Tues. Wed, & Thurs. 8:30am – 6:00pm

Friday 9am till 3:30pm

Duties include:

MUST be reliable and not call out without notice as there is no other employee that can fill in. MUST be able to fill in for the front desk position if that staff member calls out sick or has a scheduled vacation. Office must be opened no later than 8:30am as patients arrive at 8:40am.

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 multitask in a fast-paced office.

MUST have good customer service and be able to multitask with multiple customers at check out.

Ability to learn medical terminology, prescription calculations and answer HRT and supplement questions.

Primary responsibilities:

- Fill eCommerce and phone in 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.

- Unpack product deliveries (supplements and IV supplies). Process supplements; verify quantity received versus ordered, calculate pricing, add price labels to products and stock shelves and learn about each product to assist customers with purchase questions.
- Restock shipping supplies (boxes, labels, packing material).
- Update website products out of stock status, update product price changes, and other website administrative duties as directed.
- Answer phones when front desk staff is unable to. Schedule appointments, take RX orders, resolve issues, take accurate notes and resolve patient / customer requests.
- Relieve front desk staff when on break. Cover the front desk on Wednesday's (open to close).

Secondary responsibilities when covering the front desk:

- Answer 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). No Insurance processing!
- Verify and fill RX for patients, label RX and document. Dr. 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 (PA State database) 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 and document communications in patient chart/lab.
- Audit patient charts to determine if any consent forms are missing before patient appointment. Prepare / send any required forms and collect signatures before or 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 weeks daily appointments, audit / organize 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.

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.
- Must be proficient in Microsoft 365: Excel, Word and Outlook
- Must have proficient math skills and able to calculate prescription refills based on dose, calculate cost of goods for product inventory and calculate change at patient / customer 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.
- Must be able to drop off bags of orders to the USPS Palmyra office.

Benefits

1. Training pay (first 30 working days) is \$23.00 per hour.
2. After training, hourly pay range will be (\$25.00 - \$28.00 per hour) depending on experience and ability to work independently with accuracy after training.
3. Supplements at cost.
4. Hormone RX at employee discount price for patients of Dr Hohenwarter.
5. Summer hours: when the doctor is off, part-time employees are not required to work unless the front desk full-time staff requests off or is ill.

When the office is closed to patient appointments, the staff work on completing website orders and maintains the supplement store open for customers. The retail supplement store is open to the public.

6. 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. Employees can access select healthcare through the Pennsylvania State health insurance program.