FRONT DESK TRAINING CHART

TEAM MEMBER\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

POSITION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | PRIORITY | Duties | How long to learn | Who will train | Date shown | Date doing w/super | Date doing on own | Date mastered |
| 1 |  | Employee Manual |  |  |  |  |  |  |
| 2 |  | Telephone Techniques |  |  |  |  |  |  |
| 3 |  | Beginning of Day |  |  |  |  |  |  |
| 4 |  | End of Day |  |  |  |  |  |  |
| 5 |  | Scheduling |  |  |  |  |  |  |
| 6 |  | Posting Charges |  |  |  |  |  |  |
| 7 |  | Billing |  |  |  |  |  |  |
| 8 |  | Submit Insurance Claims |  |  |  |  |  |  |
| 9 |  | Recall Calls |  |  |  |  |  |  |
| 10 |  | Greet Pts. |  |  |  |  |  |  |
| 11 |  | Med HX update |  |  |  |  |  |  |
| 12 |  | Ask for Radiographs |  |  |  |  |  |  |
| 13 |  | Morning Huddle |  |  |  |  |  |  |
| 14 |  | OSHA |  |  |  |  |  |  |
| 15 |  |  |  |  |  |  |  |  |
| 16 |  |  |  |  |  |  |  |  |
| 17 |  |  |  |  |  |  |  |  |
| 18 |  |  |  |  |  |  |  |  |
| 19 |  |  |  |  |  |  |  |  |
| 20 |  |  |  |  |  |  |  |  |