SIU School of Medicine

POSITION DESCRIPTION

INCUMBENT: **CSN:** N10803.001

PRESENT CLASSIFICATION: Medical Office Associate **DATE:**

DEPARTMENT: Family and Community Medicine - Springfield
UNIT: Patient Service Center

FUNCTION:

This position is very important to the continued success of the Center in that, in most instances, this is the "first contact" and "first impression" a patient receives about the Center. This person is the first line of communication with patients, either face to face when patients present to clinic or via telephone when patients are calling to request appointments or medical information. Each medical office associate will have a major percentage of time assigned to either front desk reception OR the patient services phone center. However, although these positions are assigned a major area, they will all eventually be cross trained to work in either area when situations arise due to staffing needs.

These positions will focus on non-clinical medical office duties such as scheduling appointments, assisting patients by initiating phone notes in the EMR and routing to Nurse Triage Desktops, registering new patients and updating established patients in the practice management system, and cashiering duties.

ORGANIZATION RELATIONSHIPS:

This person reports to the Medical Office Coordinator who in turn reports the Health Care Administrator. The Health Care Administrator reports to the Assistant to the Chair and to the Executive Director of the SIU Center for Family Medicine FQHC.

DUTIES AND RESPONSIBILITIES:

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

A. Clinical Office Reception 10%

1. Performs reception duties including greeting and interviewing patients, obtaining demographic information, operating data entry equipment and related auxiliary equipment to enter, review, verify or retrieve demographic data.
2. Generates patient charge ticket labels and/or related materials such as patient chart summaries via terminal and related equipment.
3. Prepares patient forms, securing signatures, assisting with the comprehension and completeness of these forms, release of information, prepayment, signature authorization, etc.
4. Ensures that charge ticket labels are generated for all outpatient appointments.
5. Collects co-payments at the time of service.
6. Prepares deposit monies daily, receipt log and cash reconciliation sheet at the end of each day.
7. Responsible for coordinating interpreters for special needs patients.

8. Maintains clinical reception area ensuring patient comfort in a professional environment.

B. Phone Center Duties 85%

1. Answers the telephone in a professional manner.
2. Schedules patient appointments per protocols.
3. Registers new patients in practice management system following established protocols
4. Work closely with Patient Arrival Team to complete all registration and insurance information on new patients.
5. Screens calls for physician and nursing staff and initiates phone notes in EMR for routing to desktops.
6. Answer all incoming calls and refer to appropriate person using directories.
7. Discern urgency of requests using protocols and assure prompt attention.
8. Maintain operating knowledge of the following information systems: Centricity Business, Touchworks, Web Exchange, Symposium Telecom System.
9. Maintain cognizance of calls on hold using Symposium System Log to determine wait times and assist in meeting standards of service.

C. Other Duties 5%

1. Assist in assigning medical record numbers to paper information for scanning into electronic chart.
2. Scan patient information into the scanning system for Health Information Management Staff to index into EMR System.

SKILLS AND ABILITIES NEEDED FOR THIS POSITION:

Sensitive to the needs of underrepresented minority populations.

RESPONSIBILITY

A. Supervisory Controls - The supervisor, as needed, assigns duties. The employee establishes procedures with the assistance and approval of the supervisor. The employee then will be expected to work independently, except for occasional consultation with the supervisor.
B. Guidelines - Guidelines and policies are set by the Supervisor and faculty.

DIFFICULTY

A. Complexity - The incumbent must be able to adapt to changes in physician requirements and needs and must use sound judgment and be attentive to detail.
B. Scope and Effect - This position is responsible for coordinating patient care with a number of outside offices and agencies. Negligent performance could be harmful to a patient's health and impact their quality of life.

PERSONAL CONTACTS

This individual will have daily contact with faculty, residents and staff at the Center, as well as patients and other individuals outside the Center

ENVIRONMENTAL, HEALTH and SAFETY RESPONSIBILITIES

Participates in meetings, trainings, and other environmental, health and safety activities as required by SIU School of Medicine.

WORKING CONDITIONS:

See attached Physical and Environmental Requirements form.

UNIT SIGNATURES

INCUMBENT: _____ DATE _____
Employee

SUPERVISOR: _____ DATE _____
Kenyetta Amy

REVIEWED BY: _____ DATE _____
Christina Smith, Health Care Administrator

APPROVED BY: _____ DATE _____
Bobbie Schilling, Asst to the Chair

_____ DATE _____
Iris Wesley, CEO

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Medical Office Associate**

Position No. (If applicable):**N10803.001** Department: **Family and Community Medicine/Springfield-SMS**

WORK ENVIRONMENT: ***(Check all applicable environments)***

☒ **Office**	☐ **Hospital**
☒ **Clinic**	☐ **Warehouse**
☐ **Research Laboratory**	☐ **Outdoors**
☐ **Other (Be Specific):** _____	

PHYSICAL DEMANDS:	Seldom	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	
(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)					
Reading	○	○	○	◉	○
Writing	○	○	○	◉	○
Speaking	○	○	○	◉	○
Close visual acuity	○	○	○	◉	○
Travel	○	○	○	○	◉
Hearing - Conversation	○	○	○	◉	○
Hearing - Other Sounds	○	○	○	◉	○
Stooping	◉	○	○	○	○
Squatting	◉	○	○	○	○
Gross hand manipulation	◉	○	○	○	○
Fine hand manipulation	○	○	○	◉	○
Working in dust, fumes, gases, or irritants	○	○	○	○	◉
Working at heights	○	○	○	○	◉
Working in extreme cold, heat and/or humidity	○	○	○	○	◉
Working in close quarters	○	○	○	○	◉
Climbing	○	○	○	○	◉
Operating motor vehicles	○	○	○	○	◉
Sitting	○	○	○	◉	○
Standing	○	○	◉	○	○
Walking	○	○	◉	○	○
Working above shoulder level	○	○	○	○	◉
Twisting	○	○	○	○	◉
Kneeling	○	○	○	○	◉
Pushing or pulling	**Less than 5 lbs.**				◉
Carrying	**Less than 5 lbs.**				◉
Lifting	**Less than 5 lbs.**				◉
Other (Please list): _____	○	○	○	○	○

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Kenyatta Amy

Supervisor Signature Date Supervisor Name Employee Signature Date

HR-0195S
01/10

Clear Print Physical Demands Definitions