CIVIL SERVICE POSITION DESCRIPTION

INCUMBENT _____ **CSN** _____ **FLSA STATUS:** Non Exempt

PRESENT CLASSIFICATION: Medical Office Associate **DATE** 04/27/2021

DEPARTMENT: **Family & Community Medicine / Decatur**

DIVISION: SIU CENTER FOR FAMILY MEDICINE-DECATUR and
SIU DECATUR FAMILY MEDICINE RESIDENCY TRAINING PROGRAM

Position Function

The position's main focus will be screening each person who enters the facility, enforcing current policies and procedures related to facility access.

The position will also have contact with patients via telephone to establish care with a primary care physician, request clinical appointments, and/or to speak with a Care Coordination Triage Nurse.

Both functions are important to the continued safety and success of the program, as in most instances these are the first contacts and first impressions for patients.

Organizational Relationship

This person reports to the Health Care Administrator I who reports to the Site Administrator of the SIU Center for Family Medicine – Decatur.

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. Greeting & Screening 75%

1. Greets all patients, families, and visitors who enter the building with a welcoming demeanor.
2. Takes each person's temperature and asks the most up-to-date screening questions, following current guidelines.
3. Provides direction on how to proceed, should anyone fail to meet the requirement for entrance into the facility; contacts the appropriate medical staff, if necessary.
4. Directs visitors to the appropriate suite within the facility.
5. Maintains a clean environment, following infection prevention and control guidelines.
6. Communicates supply needs to the appropriate personnel.
7. Assists with Front Desk clerical duties.

B. Telephone & Scheduling Responsibilities 20%

1. Answers incoming telephone calls in a timely and professional manner
2. Refers medical calls to appropriate medical personnel.
3. Maintains awareness of calls on hold using a Symposium System Log to determine wait times and assist in meeting SIU's standard of service.
4. Demonstrates the ability to answer and distribute messages timely and accurately to other personnel.
5. Registers new patient appointments in computerized scheduling system
6. Schedules patient appointments according to department guidelines utilizing a computerized system.
7. Verifies insurance eligibility including primary care physician data in MEDI system.

C. **Other Duties** 5%

1. Maintain patient confidentiality.
2. Communicate with patients, business associates, physicians, and co-workers in a professional manner.
3. Alerts supervisor to any issues that may occur and any suggestions for improvement/efficient processes

Skills and Abilities Needed for the Position

1. Must be able to provide excellent customer service.
2. Ability to stay calm and adapt to change quickly.
3. Must be able to multi-task, be flexible, and a team player.
4. Ability to work independently and as part of a team.
5. Excellent communication skills, both verbal and written.
6. Ability to comprehend and implement both verbal and written instructions, as well as policies and procedures.
7. Strong organizational and time management skills.
8. Ability to coordinate all work activity to provide for smooth patient flow.
9. Sensitive to the needs of underrepresented minority populations.

Responsibility

A. Supervisory Controls
   1. Assignments, priorities and directions may be communicated verbally, in writing, or both. Although this position requires some degree of independent decision-making, direction and supervision are available, as needed, by the Health Center Administrator, Nurse Administrator or RN Charge Nurse.
   2. The Health Center Administrator evaluates the employee's performance, based on University and Department procedures, with input from the Nurse Administrator.

B. Guidelines
   This position is guided by University, Department, and SIU Center for Family Medicine-Decatur policies and procedures.

Difficulty

A. Complexity – As the first contact for patients, either on the phone or in person, this staff member must be able to provide a warm and inviting atmosphere. The employee must maintain consistency and display a high level of integrity. This employee must be able to gather/verify accurate information necessary to determine if a patient may enter the facility. The employee in this position will be responsible for answering and distributing incoming telephone calls and other medical office duties and responsibilities as assigned. This person will schedule appointments for patients and must stay apprised of scheduling guidelines. This person must be able to take corrective action to resolve any problems.
B. Scope & Effect – The assignments of this position affect all aspects of the Family Medicine Residency and clinic operations.

Personal Contacts

This person will have contact with patients, faculty physicians, resident physicians, and staff within the SIU Decatur Family Medicine Residency Program. External contacts include University, School of Medicine faculty, other resident physicians, other physician offices, staff, and vendor consultants.

Environmental, Health and Safety Responsibilities

Participates in meetings, trainings and other environmental, health and safety activities as required by SIU School of Medicine and SIU Center for Family Medicine-Decatur.

Working Conditions

Job duties are performed in a pleasant work environment. Prolonged sitting throughout the day.
See attached Physical and Environmental Requirements form.

_____ Date_____

Medical Office Associate
SIU Center for Family Medicine – Decatur

REVIEWED BY:

_____ Date_____
Danika Holman, Health Center Administrator I
SIU Center for Family Medicine – Decatur

_____ Date_____
L.David Samples, Site Administrator
SIU Center for Family Medicine – Decatur

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

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

Position No. (If applicable): _____ Department: **Family and Community Medicine/Decatur-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		**10 - 20 lbs.**			○
Carrying		**10 - 20 lbs.**			○
Lifting		**10 - 20 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.

Supervisor Signature _____ Date _____ Supervisor Name _____

Employee Signature _____ Date _____