

POSITION DESCRIPTION

INCUMBENT:

CSN:

PRESENT CLASSIFICATION: Medical Office Associate

DATE: February 2022

DEPARTMENT/DIVISION: SIU Center for Family Medicine
UNIT: Reception-Lincoln

FUNCTION

This position: 1) Maintains patient clinical and billing information over the telephone and as patients present to clinic; 2) Ensures patient data is accurate and up to date; 3) Collects patient payments and provides initial assistance with billing and insurance problems; 4) Answers and routes incoming phone calls, answers patient questions, and addresses complaints; and 5) Utilizing the electronic health record system, scan and/or index insurance cards and patient information via the patient link process.

ORGANIZATIONAL RELATIONSHIPS

This position reports to the FQHC Charge Nurse who in turn reports to the FQHC Nurse Administrator who reports to the Chief Operating Officer of SIU Center for Family Medicine FQHC.

DUTIES AND RESPONSIBILITIES

The following information is intended to be representative of the work performed by the 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.

70% Patient Receiving and Registration

1. Receives and welcomes patients into the clinic.
2. Interviews patients to obtain demographic and billing information and enters into the computer
3. Accesses computer terminal to input, update, retrieve and review patient demographic and billing data for new and established patients
4. Creates initial medical record for new patients and reviews new patient information.
5. Obtains patient's signature on authorization forms
6. Generates daily schedules, prints encounter forms and demographic information

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7. Scans patient insurance cards for indexing into the electronic health record.
8. Assists with running chart summaries for patients out of the EHR.
9. Assists with indexing patient link medical, social and family histories into the EHR.

15% Telephones/Scheduling

10. Answers incoming patient calls and handles appropriately, always following clinical protocols.
11. Schedules same day, follow-up and acute appointments
12. Route calls to nurses and physicians as appropriate

10% Cashiering

13. Collects payment at time of service, always knowledgeable of managed care co-pays.
14. Completes and maintains necessary receipt register.
15. Responsible for depositing bank deposits at local bank per written protocol

5% Other

16. Handles patient complaints according to established policies.
17. Provide backup to other clinic business office functions.

KNOWLEDGE, SKILLS, & ABILITIES

Sensitive to the needs of underrepresented minority populations.

RESPONSIBILITY

- A. **Supervisory Controls** – The employee receives direction in either written or oral form from their supervisor. The duties to be performed and the priority in which these are to be completed will be at the discretion of the supervisor.
- B. **Guidelines** – Guidelines for the position are set by the administrative director. The supervisor is responsible for seeing the guidelines are followed through.

DIFFICULTY

- A. **Complexity** – Must be able to multi-task and work accurately with details.
- B. **Scope and Effect** – The employee in this position directly affects patient satisfaction and health outcomes. The position is extremely important for resident training.

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ENVIRONMENTAL, HEALTH AND SAFETY RESPONSIBILITIES

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

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.

PHYSICAL REQUIREMENT & ENVIRONMENT

See attached physical and environmental form.

SIGNATURES:

INCUMBENT: _____ DATE: _____
 Incumbent

SUPERVISOR: _____ DATE: _____

APPROVED BY: _____ DATE: _____
 Aley Millburg
 Nursing Administrator, SIU FQHC

REVIEWED BY: _____
 Christina Smith,
 Chief Operating Officer, SIU FQHC

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: Medical Office Associate
 Position No. (if applicable): _____ Department: Family and Community Medicine/Lincoln-SMS

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input checked="" type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom <small>(Performed rarely less than 2% of the time)</small>	Occasionally <small>(Performed less than 25% of the time)</small>	Frequently <small>(Performed 26% to 50% of the time)</small>	Constantly <small>(Performed 51% or most of the time)</small>	N/A
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(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stooping	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working at heights	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in extreme cold, heat and/or humidity	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in close quarters	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climbing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicles	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working above shoulder level	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling				Less than 5 lbs.	<input type="radio"/>
Carrying				Less than 5 lbs.	<input type="radio"/>
Lifting				Less than 5 lbs.	<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.

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

Date

Supervisor Name

Employee Signature

Date