

**SOUTHERN ILLINOIS UNIVERSITY - SCHOOL OF MEDICINE  
POSITION DESCRIPTION**

**INCUMBENT:** \_\_\_\_\_ **CSN:** \_\_\_\_\_  
**PRESENT CLASSIFICATION:** **MEDICAL OFFICE SPECIALIST / UNIT CLERK** **DATE:** \_\_\_\_\_  
**DEPARTMENT:** **SIU-OTOLARYNGOLOGY**

**FUNCTION**

This position functions as the key administrative support in clinic who will maintain patient clinical administration information. This position will help to ensure patient data is accurate and up to date; coordinates with clinical teams to provide non-clinical assistance with stocking and rooming patients; is responsible for ensuring accurate registration for efficient referral processes; answers and routes phone calls appropriately; assist directing clinical patient questions and complaints to appropriate clinical teams.

**ORGANIZATIONAL RELATIONSHIPS**

This person reports to the Supervisor, who reports to the Nurse Administrator. The Nurse Administrator reports to the (Interim) Department Administrator, who reports to the Chair of Otolaryngology – Head and Neck Surgery.

**DUTIES AND RESPONSIBILITIES**

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

**Patient Administration in Clinic** **60%**

- A. Trained and knowledgeable of scheduling application.
- B. Serves as patient administration lead inside clinical areas.
- C. Assists with answering, screening and routing patient clinical calls to appropriate clinical administration and tasks.
- D. Serves as the liaison between clinical teams and front desk reception to coordinate clinical administration and tasks.
- E. Organizes the clinical area medical documentation via fax and ensures are properly routed to appropriate clinical teams or medical records for scanning.
- F. Organizes letters and scripts requested by patients from providers and ensures proper placement for patient pick-up.
- G. Initiates and organizes new patient forms prior to appointments for clinical teams.

Position Description - Medical Office Specialist / Unit Clerk  
SIU - Department of Otolaryngology

- H. Knowledgeable of daily provider schedules and can identify errors in order to quickly inform schedule teams.
- I. Assists front desk reception to complete follow up appointments for patients.
- J. Assists with front desk reception as necessary for clinic coverage.

**Non-Clinical Patient Care**

**40%**

- A. Trained and knowledgeable of Electronic Health Record for view access.
- B. Obtains neglected or erroneous demographic information in order for referrals and authorizations to occur efficiency for clinical teams.
- C. Obtains any signatures from patients in exam rooms that are needed.
- D. Assists patients with sign up to patient portal to increase access of communication with clinic.
- E. Assists with printing patient chart summaries, when needed.
- F. Assists clinical teams to turn over exam rooms and inventory stock.
- G. Provides non-clinical assistance rooming patients.
- H. Assists with release of medical records as needed to facilitate patient care.
- I. Schedules patents with specialty clinic appointments at Otolaryngology as ordered by providers.
- J. Coordinates referrals, work overdue task lists, overdue order worklists and schedule referrals, radiology, and other specialties as ordered by providers.

**Responsibility**

- A. Sensitive to the needs of underrepresented minority populations.
- B. Supervisory Controls- The supervisor, as needed, assigns duties. The incumbent establishes procedures with the assistance and approval of supervisor. The employee then will be expected to work independently, except for occasional consultation with the supervisor. This position will aid the supervisor in monitoring workflow in the clinic area, providing other reception staff with assistance and guidance, and provides new staff training.
- C. Guidelines for the position are set by the Nurse Administrator. 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 employee in this position facilitates efficient operation in the reception area by coordinating work flow and staffing. The position is extremely important for resident training and overall clinical workflow.

Position Description - Medical Office Specialist / Unit Clerk  
SIU - Department of Otolaryngology

**ENVIRONMENTAL, HEALTH AND SAFETY RESPONSIBILITIES**

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

**PERSONAL CONTACTS**

This individual will have daily contact with faculty, residents and staff in Otolaryngology, as well as patients and other individuals outside of Otolaryngology.

**PHYSICAL REQUIREMENT & ENVIRONMENT**

See attached Physical and Environmental form.

**SIGNATURES:**

INCUMBENT: \_\_\_\_\_

DATE: \_\_\_\_\_

SUPERVISOR: \_\_\_\_\_  
Nurse Administrator

DATE: \_\_\_\_\_

APPROVED BY: \_\_\_\_\_  
Interim Department Administrator

DATE: \_\_\_\_\_