

CIVIL SERVICE POSITION DESCRIPTION

Incumbent		FLSA	Non-Exempt
Present Classification	Medical Office Specialist	CSN	
Department/Division	Cancer Institute Clinic	Date	

FUNCTION

The primary function is to perform duties and responsibilities for Simmons Cancer Institute at SIU (SCI). The incumbent works in a variety of patient service reception areas. This position aids in the courteous and efficient operation of the clinical reception unit and call center at SCI.

ORGANIZATIONAL RELATIONSHIPS

The incumbent reports to the Medical Office Coordinator, who reports to the Nurse Administrator, who reports to the Department Administrator at SCI. This position will be controlled by University procedures, by general directives, and by policies of SIU Medicine and SCI.

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.

Patient Services 80%

Greets all patients and visitors in a courteous and friendly manner. Answers incoming calls in a prompt and professional manner. Monitors patients & visitors in waiting area related to wait time. Works with clinical staff to ensure patients are informed of clinic delays and extended wait time.

Registers & verifies patient information by entering demographic information, email, and appropriate insurance code(s) into Centricity Business. Verifies guarantor responsibility and establishes special guarantors when appropriate. Obtains pertinent signatures at time of check in.

Arrives patients in patient scheduling & billing system, assembles encounter and other pertinent documents, and forwards to the appropriate provider station. Prints encounter labels, ensuring accuracy of information. Scans insurance cards, prescription cards, and other documents at the time of appointment.

Responsible for generating provider schedules from Centricity Business, distributing to staff as needed/requested.

Responsible for locating or regenerating encounters that have not been posted to patient accounts to manage the Past Pending/Rescheduled Encounter Report.

Send tasks with concise and accurate wording. Ensure follow up is completed.

Check all tasks in Touch works and respond accordingly with calls to patients or physician offices.

Provides coverage for other reception desks at SCI, including prepping for future clinic dates.

Proficiently schedules new and established patient appointments with provider according to urgency of individual needs based on prescribed guidelines set by the Division and provider. Assists with directions and other concerns pertaining to appointment, including questions regarding billing. This includes scheduling for on-site and off-site infusion appointments.

Responsible for verifying and/or updating patient demographics or collecting demographic information for new patients, along with current referring physician data. Informs patients of pertinent records as needed for appointment.

Responsible for notifying patients by phone and/or written correspondence of clinic schedule changes.

Determine appropriate information required to be sent to patients. Prepare and mail information packets containing directions, provider bio cards, appointment confirmations, history form to be completed and required releases for requesting X-ray films, reports, referring providers' office notes, and pathology slides.

Coordinate translators/language interpreters for special needs patients.

Maintains appointment status by entering no show and canceled appointments into Centricity Business. Forwards notification to nurse and/or medical assistant of appointment status and possible chronic abuse related to termination policy.

Processes referral information for doctors in accordance with the established procedures. Enters data in referral tracking database.

Billing and Collections

15%

Responsible for the collection of copayments and payments at time of service. Accepts payments on account and prepayments, posting directly in Centricity Business.

Responsible for daily reconciliation of cash box/credit card machine. Reviews daily log sheet for accuracy. Completes balancing and exiting batches in Centricity Business for daily reconciliation and deposit.

Responsible for visit insurance including accident/workers compensation related services. Obtains all necessary information including insurance carrier, address, telephone number, claim number, and insurance adjuster. Completes appropriate forms and obtains patient signature & enters all information with patient scheduling system.

Assists & works with all clinic staff with billing, insurance, & appointment questions and concerns.

Performs other duties as assigned.

Administrative

5%

Monitors clinical waiting area for cleanliness & organization. This includes ensuring adequate stocking of office supplies, patients reading materials, University and departmental brochures and monitoring of equipment function.

Responsible for maintaining list of frequently used phone numbers.

Attends meetings to gain knowledge to enhance the position and/or work area.

Provide assistance and/or instruction to other clerical staff, academic office and nursing staff.

Provide input to supervisors and/or administration regarding changes needed in reception area for more efficient operation of the clinic.

Process incoming clinical mail and distribute to appropriate staff.

Assists in writing policies, procedures, and checklists to ensure that all staff is following the same guidelines. Keeps information available to other clinical staff that may be covering.

Establishes daily workflow, prioritizing appropriately.

Performs other duties as assigned.

SKILLS AND ABILITIES NEEDED FOR THIS POSITION

Sensitive to the needs of underrepresented minority populations.

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.

Ability to work with multiple job assignments and responsibilities while under pressure due to constant interruptions in a fast paced, high volume environment, along with attempting to maintain organization and neatness of the reception area.

Ability to resolve problems quickly using independent judgment.

Professional oral and written communication skills.

RESPONSIBILITY

Supervisory control - as stated in organizational relationships. Supervisory controls occur both written and orally from supervisor to ensure the proper and efficient operation of the clinic determines all priorities and deadlines.

Guidelines: The incumbent will have access to a manual of clinical procedures and a policy manual. Orientation will be given by clinic staff.

DIFFICULTY

Ability to adapt to various practice styles of physicians within the clinic and assist multiple patients, physicians and staff at a time, when necessary.

Capability to adjust schedule to accommodate emergencies or sudden changes and possess skills to interrupt one task, temporarily, to perform another.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

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

See attached form outlining the physical and environmental requirements of the position.

Incumbent Date

Direct Supervisor Date

Department Head/Chair Date

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Medical Office Specialist**
 Position No. (If applicable): _____ Department: **Cancer Institute Clinic-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 type="radio"/>	<input checked="" 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stooping	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carrying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 and belief. I have read, understand and am capable of meeting the physical and environmental demands of this position.

Bonnie Rivers

Supervisor Signature _____ Date _____ Supervisor Name _____ Employee Signature _____ Date _____