

POSITION DESCRIPTION

INCUMBENT:

CSN:

PRESENT CLASSIFICATION: Medical Office Specialist

DATE: September 2022

DEPARTMENT/DIVISION: SIU healthcare core

UNIT: Patient Access

FUNCTION

This position functions as administrative support in the referral team 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 referrals and phone calls; 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 position reports to PAC charge nurse who reports to the deputy director of operations who reports to the Executive director, Clinical operations.

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 logical extension of position responsibilities.

100 % Non-Clinical Patient Care

1. Trained and knowledgeable of scheduling application.
2. Serve as patient liaison when patient calls in for complain/compliment and document in Sensor.
3. Assists with answering, screening and routing patient clinical calls to appropriate clinical team members as needed.
4. Serves as the liaison between clinical teams and outside entities to coordinate patient referrals.
5. Knowledgeable of provider protocols and can identify errors in order to quickly fix or inform charge nurse
6. Trained and knowledgeable of Electronic health record for view access.
7. Obtains neglected or erroneous demographic information in order for referrals and authorizations to occur efficiently for clinical teams.
8. Assist with release of medical records as needed to facilitate patient care
9. Schedule patients with clinic appointments at SIU as ordered by providers based on department protocols.
10. Assists with answering doctor to doctor calls and connecting via Halo.
11. Communicate via email, task, fax, or phone regarding referrals information to patients and/or other organizations.

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 provide assistance to the supervisor in monitoring workflow in the clinic area, providing other reception staff with assistance and guidance and provides new staff training.

C. Guidelines – Guidelines for the position are set by the Director of Clinical Operations. 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.

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

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

Signatures:

INCUMBENT: _____ Date: _____

SUPERVISOR: _____ Date: _____

APPROVED By: _____ Date: _____

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Unit Clerk-MOS**

Position No. (If applicable): _____ Department: **SIU HealthCare Core-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	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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Pushing or pulling			20 - 40 lbs.		<input type="radio"/>
Carrying			20 - 40 lbs.		<input type="radio"/>
Lifting			20 - 40 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 and belief.

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

Supervisor Signature	Date	Shelby Evans	Supervisor Name	Employee Signature	Date
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