

POSITION DESCRIPTION

INCUMBENT:

CSN: SMS.CS.N11846.001

PRESENT CLASSIFICATION: Medical Office Specialist DATE: May 2023

DEPARTMENT: Family & Community Medicine

DIVISION: Center for Healthy Aging & Wellness

FUNCTION

This position will function at the front desk area and handle all aspects of patient check in processes to include but not limited to: collect payments, assist with billing and insurance, charges, answer and route phone calls, address complaints and utilize the clinic electronic health record systems.

ORGANIZATIONAL RELATIONSHIPS

This position reports to the site's Administrator who reports to the Chief Executive Officer of the SIU Center for Family Medicine, FQHC.

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 improvements.

70% Receiving and Registration

1. Recieve and welcome patients at front desk.
2. Receive and enter patient demographic and billing information.
3. Creates medical record for new patients and validates patient information.
4. Obtains patient signatures on clinic registration forms.
5. Print encounter forms, clinic labs, and necessary medical forms for clinic.
6. Scan necessary patient information into medical records.
7. Ensure every patient at check-in has accurate insurance submitted.
8. Assist with necessary chart summaries for patients.
9. Collect payment; always knowledgable of insurance copay/coinsurance
10. Up to date and knowledgabel of annual FQHC sliding scale fees.
11. Complete and maintain daily/monthly register batches and receipts.

25% Lead Work Duties

1. Partner as lead receptionist.
2. Resource for medical record scanning.

3. Lead organization of office and housekeeping supplies (inventory, requests).
4. Manage lunches/breaks/time off for front desk coverage.
5. Remain available to float to other areas of the front desk.
6. Ensure balance deposits are balanced and closed daily/monthly.
7. Responsible for all money transactions at the front desk.
8. Serve primary point of contact for clinic scheduling and rescheduling of patients.
9. Handle patient complaints prior to releasing concerns to higher levels.

5% Administrative Assistance

1. Work with RN Administrator on provider schedules.
2. Assist with submitting facility need requests.
3. Oversee incoming/outgoing mail.
4. Manage own work emails timely.
5. Assist with moral/team building clinic activities.

RESPONSIBILITY

Sensitive to the needs of underrepresented minority populations.

A. Supervisory - none

B. Guidelines – The guidelines are set by the Supervisor and the position is responsible for ensuring adherence to these guidelines.

DIFFICULTY

A. Complexity - The incumbent must be able to adapt to changes in clinic requirements and needs, and must use sound judgment and be attentive to detail. In addition, this position must be able to re-evaluate workloads and adjust assignments of other employees in heightened situations.

B. Scope and Effect – The employee in this position directly affects patient satisfaction and health outcomes. The position is extremely important for resident training.

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 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.

UNIT SIGNATURES:

INCUMBENT: _____ DATE: _____

SUPERVISOR: _____ DATE: _____

Natalie Brockmeyer, MHA
Administrator