

CIVIL SERVICE POSITION DESCRIPTION

Incumbent: CSN: SMS.CS.N11146.000 **FLSA STATUS:**
Present Classification: Medical Office Associate **Date:**
Department/Division: Obstetrics & Gynecology

POSITION FUNCTION:

This individual's primary function is to perform reception and billing/cashier duties. This position aids in the courteous and efficient operation of the clinical reception and call pod unit for OB/GYN.

ORGANIZATIONAL RELATIONSHIP:

This person reports directly to the Nurse Administrator, who reports to the Assistant to the Chair/Department Administrator.

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.

Incumbent will demonstrate, by actions, commitment to the mission and behavioral standards of SIU School of Medicine. Incumbent will provide 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.

- I. Clinical Office Reception **45%****

 1. Performs reception duties including greeting and interviewing patients, obtaining demographic information, operating data entry equipment and related auxiliary equipment to enter, review, verify and retrieve demographic data.
 2. Prepares patient forms, securing signatures, assisting with comprehension and completeness of these forms, release of information, prepayment, signature authorizations, etc.
 3. Answers the telephone in a professional manner, as well as:
 - a. Makes patient appointment;
 - b. Screens calls for the physicians and nursing staff;
 - c. Answers incoming calls, refers to appropriate person, and sends tasks as needed;
 - d. Discerns urgency of requests and assures prompt medical attention; and
 - e. Works task/bump lists daily.
 - f. Scans medical records into electronic health record.

- II. Patient Flow **10%****

 1. Manages patient flow by notifying nursing personnel of patients' arrival times and retrieving appropriate records.
 2. Upon request from the hospital, furnishes additional demographic information or verifies data provided.

- III. Patient Service and Clinical Information **10%****

 1. Requests medical records when appropriate for emergency appointments or telephone requests.
 2. Responsible for coordinating interpreters for special needs patients.

- IV. Cashiering **15%****

 1. Collects co-payments at the time of service.
 2. Prepares deposit monies daily.
 3. Prepares receipt log and cash reconciliation sheet at the end of each day along with month end reporting.

- V. Prenatal Forms **5%****

 1. Provides the relative prenatal forms on all obstetrical patients at 36 weeks gestation to the labor and delivery department of the appropriate hospital.

- VI. Patient Records **5%****

1. At physicians' request, retrieves laboratory and x-ray results or reports from the hospital or medical records department.
2. Retrieves medical records and other documents from outside agencies.

VII. Other Duties as Assigned

10%

1. Maintains clinical reception area ensuring patient comfort in a professional environment.
2. Performs these and other duties assigned in a professional manner as the initial department representative to all patients.

SKILLS AND ABILITIES NEEDED FOR THE POSITION:

1. Previous medical experience, preferably in Obstetrics and Gynecology, either through employment in a hospital or physician's office or through educational training.
2. Strong communication skills.
3. Ability to accurately perform mathematical computations.
4. Ability to key, review and verify data in the clinical information system following procedures.
5. Sensitive to the needs of underrepresented minority populations.

RESPONSIBILITY:

Supervisory Controls:

This position works with the manager over the medical office staff; assisting, when necessary, with assigning task and project deadlines.

Guidelines:

Restrictions are limited to departmental policies, State and University purchasing procedures, and sound personal judgment. Medical confidentiality is of extreme importance and is demanded of the employee in this position.

PERSONAL CONTACTS:

This person has personal and telephone contact on a daily basis with patients, visitors, physicians, clinic and administrative staff, secretaries, medical records, accounts receivable, hospital and university staff, and outside agencies.

ENVIRONMENTAL, HEALTH AND SAFETY RESPONSIBILITIES:

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

WORKING CONDITIONS:

See attached Physical and Environmental Requirement Form.

 Medical Office Associate
 Obstetrics and Gynecology

 Date

 Alexandra Campbell, RN, BSN
 Nurse Administrator
 Obstetrics and Gynecology

 Date

 Christine Madonia, RN, BSN
 Healthcare Administrator II/ Interim Assistant to the Chair
 Obstetrics and Gynecology

 Date

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Medical Office Associate**

Position No. (If applicable): **SMS.CS.N11146.000** Department: **Obstetrics and Gynecology 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	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 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 type="radio"/>	<input checked="" 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stooping	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input checked="" 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 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 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	10 - 20 lbs.	5 - 10 lbs.	Less than 5 lbs.	<input type="radio"/>	<input checked="" type="radio"/>
Carrying	10 - 20 lbs.	5 - 10 lbs.	Less than 5 lbs.	<input type="radio"/>	<input checked="" type="radio"/>
Lifting	10 - 20 lbs.	5 - 10 lbs.	Less than 5 lbs.	<input type="radio"/>	<input checked="" 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.

Alex Campbell, RN, BSN

Supervisor Signature

Date

Supervisor Name

Employee Signature

Date