

POSITION DESCRIPTION

INCUMBENT: _____

PRESENT CLASSIFICATION: Medical Office Specialist DATE: September 2022

DEPARTMENT/DIVISION: Surgery

Function:

The person in this position performs functions related to the daily operation of the reception area for the Department of Surgery. The individual works in a variety of patient service reception areas, but also functions as a lead worker in the absence of the coordinator. The incumbent assists training staff, maintaining templates, and developing and implementing procedures.

Organizational Relationships:

This person reports to the Medical Office Coordinator under the general guidance from the Division Administrator, who in turn reports to the HealthCare 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.

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.

I. Patient Services:

35%

- A. Greets all patients and visitors in a courteous and friendly manner. Verifies demographic and insurance information making appropriate changes as needed in Centricity Business. Obtains pertinent signatures at time of check in.
- B. Registers new patients by entering demographic information and appropriate insurance code(s) into Centricity Business. Verifies guarantor responsibility and establishes special guarantors when appropriate.
- C. Arrives patients in Centricity Business, assembles encounter and other pertinent documents, and forwards to the appropriate provider station.

- D. Enters referral information per Centricity Business guidelines and then forwards authorization forms to medical records.
- E. Responsible for generating provider schedules from Centricity Business.
- F. Responsible for working alerts and insurance referral needs at minimum two days prior to appointment.

II. Appointments:

35%

- A. Creates and maintains daily templates per provider. Creates, accesses and maintains session comments for provider templates.
- B. Proficiently schedules new and established patient appointments with provider according to urgency of individual needs based on prescribed guidelines by the Division. Assists with directions and other concerns pertaining to appointment.
- C. 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 and /or x-rays needed for appointment. Provides accurate directions when needed.
- D. Responsible for notifying patients by phone and/or written correspondence of clinic schedule changes.
- E. Accommodates patients not regularly scheduled to be seen upon arrival in clinic. Notifies appropriate nurse of patient to be added to their clinic schedule. Determines if patient is new or established by predetermined guidelines. Add patient data to the schedule, assembles encounter and pertinent documents, and forwards to the appropriate provider station.
- F. Responsible for compiling and mailing new patient appointment brochures with information pertaining to facility location and provider. Responsible for accurate and timely distribution of filing for all new patient computer printouts for each resource.
- G. Coordinates translators/language interpreters for special needs patients during appointment scheduling. Coordinates transportation through First Transit for special needs patients.
- H. Maintains appointment status by entering no shows and cancelled appointments into Centricity Business. Forwards notification to nurse and Medical Office Coordinator of appointment status and possible chronic abuse related to the Patient Termination Policy. Composes and mails warning and termination letters according to patient termination policy.

III. Billing and Collections:

15%

- A. Responsible for the collection of copayments and payment at time of service. Accepts payment on account and prepays posting correctly in Centricity Business.
- B. Knowledge of balancing and exiting batches in Centricity Business for daily reconciliation and deposit.
- C. Responsible for visit insurance of accident/workers compensation related services by contacting the patient and/or insurance company. Obtain all necessary information including insurance carrier, address, telephone number, claim number and insurance adjuster. Enters data into Centricity Business as an alternate insurance allowing Patient Business Services to verify benefit status.
- D. Assists clinic and nursing staff with billing questions and concerns.

IV. Administrative:

15%

- A. Assists in training of personnel, monitors work completed and alerts Medical Office Coordinator of problems which occur.
- B. Suggests and aids in implementing efficient procedures in the reception and clinic area.
- C. Responsible for identifying duplicate accounts and forwarding pertinent information to the System Support Unit for proper adjustments.
- D. Monitoring clinical waiting area which includes: maintenance of reading materials, stocking of departmental news and brochures and cleaning toys.
- E. Responsible for maintaining inventory of equipment and/or supplies.
- F. Other duties as assigned.

Skills and Abilities Needed for the Position:

1. Advanced knowledge of Centricity Business computer system and pathways to establish, print and/or obtain information.
2. Knowledge of Southern Illinois University School of Medicine billing and collection policies, third party payer guidelines, and managed care contracts.
3. 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.
4. Ability to resolve problems quickly using independent judgment.
5. Professional oral and written communication skills.

6. Ability to deal effectively with a variety of patients of different age groups and of different backgrounds.
7. Knowledge of multiple websites and/or applications.
8. Basic knowledge of medical terminology.
9. Ability to handle confidential documents.
10. Knowledge of clerical duties as assigned which include filing, copying, mailing, telephone communications, faxing, and data entry.
11. Sensitive to the needs of underrepresented minority populations

Responsibility:

A. Supervisory Controls:

Priorities are established and determined by the Medical Office Coordinator. Situations may require exercising independent and good judgment in scheduling patient appointments. Other situations may require approval from the nursing staff.

B. Guidelines:

The majority of the guidelines have been established by previous work practices and procedures. The employee must be able to assume responsibility for complex clerical duties, which require the exercise of judgment and initiative in selecting and applying guidelines.

Difficulty:

The degree of difficulty and priorities arise from the individual clinics and provider's schedules as well as the complexity of those schedules. Accuracy in all service areas is extremely important in compliance with good working knowledge of how the various areas work within the reception and the clinic.

Personal Contacts:

This individual interacts with patients, account guarantors, clinic staff and clerical support, providers as well as other university and hospital personnel. This level of communication must be established to maintain efficient, pleasant and professional clinical experience for the staff and patients. This person requires the ability to work with confidential information.

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 Requirements form.

Comments:

This position demands a high level of confidentiality due to easy accessibility of patient medical record information and medical records. Violation of this confidence in any manner will result in immediate dismissal. A signature and statement explaining the need for adherence to a code of professional ethics with regard to the respect of the confidential nature of the information being handled is a condition of employment.

Incumbent

Date _____

Cathy Litz
Medical Office Coordinator
Department of Surgery

Date _____

Kimberly Stolba
Health Care Administrator
Department of Surgery

Date _____

Lisa Price, MSOB
Assistant to the Chair
Department of Surgery

Date _____

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: Medical Office Specialist
 Position No. (If applicable): _____ Department: Surgery Clinic-SMS

WORK ENVIRONMENT: (Check all applicable environments)

<input 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 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 type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 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 checked="" type="radio"/>	<input type="radio"/>	<input 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	<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.

Cathy Litz

Supervisor Signature

Date

Supervisor Name

Employee Signature

Date