

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
CLASSIFIED JOB DESCRIPTION**

Job Title: Onsite Employee Health and Wellness
Medical Office Assistant

Department: Onsite

Grade G
H.P.D. 8
D.P.Y. 260

Job Description

Date Reviewed: August 2021

Reports To: Onsite Employee
Health and Wellness Clinic
Manager and Assistant Clinic
Manager

Purpose of Job

The Onsite Employee Health and Wellness Medical Office Assistant provides support with all daily activities of a medical office including greeting patients, assisting with all patient medical needs, telephone coverage, use of an EHR (electronic health record), appointment scheduling, patient registration, and patient information. This position answers multi-line telephone calls and either responds to inquiry, directs caller to appropriate personnel, or initiates a secure text / follow-up call for response by more qualified medical personnel. Schedules appointments, verifying eligibility in Availity, and enters appointment date and time into computerized electronic health record scheduler. Understands the need for strict professionalism to perform the job duties of an Onsite Employee Health and Wellness Medical Office Assistant. Schedules automated reminder calls, email, or texts to all patients in the automated appointment reminder system, utilizing Updox. Greets and directs patients. Registers patients, inputs patient data, and maintains patient records, verifying that they are up to date and accurate. Makes appropriate changes in computer system and on patient charts/records. Maintains a clean, orderly and safe front office environment for patients and visitors.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Performs all work delegated by the Clinic Manager, Assistant Clinic Manager, and Administration designees (i.e. Lead Provider, etc.).

Maintains the strictest confidentiality of Clinic Administration dealings / information, which at times may be in the prevue of only Onsite Administration and fellow Medical Office Assistants ONLY- not to be shared with other Onsite staff members. This may include employee discipline actions / discussions that may warrant an emergency “witness” for documentation with an Onsite Administration employee in the absence of fellow Onsite Administration members.

Requires knowledge of standard medical terminology and abbreviations.

Always greets patients promptly and maintains strong professional behavior when dealing with patients and fellow employees.

Assisting patients with any questions or concerns.

Coordinates use of all EHR features for patients including providing patient access to documents and records.

Maintains waiting room by observing patient check-in, wait time, and discharge. Ensures timeliness of patient visits by constant communication regarding patient wait times / concerns to Nurses / Medical Assistants and Providers and Clinic Administration, if necessary.

Inventories and orders office supplies. Alerts Clinic Administration of the need for office supplies in a timely fashion to allow time for shipping of office needs.

Maintains patient, employee and computer data confidentiality. Constantly utilizes / maintains HIPAA compliance in all aspects of patient communication.

Schedules appointments and scans reports/results into electronic medical record.

Answers multi-line telephone calls and provides information/messages to patients and/or medical staff.

Maintains clinic in a welcoming, safe and comfortable environment for patients, guests, and employees. Is constantly aware of the need to better the clinic environment for the betterment of the patient.

Maintains current certificate in Basic Life Support by either AHA or American Red Cross.

Responsible for development and implementation of efficient patient processing.

Provides support for communications to include but not limited to: updating and maintaining mailing lists, interoffice communications, daily scanning of patient information, patient phone calls, interactions with other agencies and businesses throughout our community, distributes incoming mail, faxes, and supplies to designated departments, responsible for outgoing mail, shipping and receiving of packages.

Ensures accuracy and optimum availability for scheduling appointments. Schedules all appointments according to the guidelines provided by the Onsite Employee Health and Wellness Administration.

Liabile for all patient records system. Oversees the processing / timeliness of incoming and outgoing records requests.

Creates and maintains a filing system for forms, community information, and patient records.

Successfully operates a high call volume multiline phone system. This individual is responsible for the maintenance of accurate information of all areas of patient communication with the Onsite telephone system. When necessary, coordination is made with IT for any telephone issues that occur.

Ensures patients eligibility by verifying insurance benefits.

Sustains consistent flow for patients and staff during high volume. Keeps patient callback listing current at all times during clinic operation. Daily reports out on patient numbers, appointment categories, patient wait times, and callback list outcomes.

Supports the Clinic Administration in all functions of the clinic.

Offers advice on strategies to improve services and customer relations.

Performs administrative duties such as keeping office supply inventory, receiving office supplies, organizing office equipment, ensuring office cleanliness, efficiently organized, and each staff member has necessary tools to perform assigned duties.

Maintains office supplies and places order when needed.

Assists the Clinic Manager and Assistant Clinic Manager in all administrative projects as needed or requested. These may include reports, filing, special projects or any task assigned. Projects assigned by the Clinic Administration are the priority for completion unless given direction otherwise.

Ensures all Medical Office Assistant staff (including PRN staff) complete all required training and are able to perform required tasks effectively and efficiently. This person is responsible for training all PRN Medical Office staff members. Places training of fellow Office Assistants as a high priority in daily operations. Must be able to provide guidance to fellow Office Assistants.

Coordinates and maintains new Medical Office staff orientation by providing training and awareness on clinic flow, responsibilities and expectations.

Assists in preparing meetings for the Clinic Manager to implement new policies, procedures, or programs.

Assists Clinic Administration in coordinating special events and programs for the Onsite Clinic.

Assists the Clinic Administration to plans events to support staff team building and moral.

Assists the Clinic Administration in all administrative projects as needed or requested. These may include reports, filing, special projects or any task assigned.

Encourages positive and dignified rapport with staff, patients, and vendors.

Compiles daily and monthly reports to reflect daily patient visits, and Mental Health visits.

Compiles daily and monthly reports for Clinic Administration to include coding and to mirror billing services of the outside medical community.

Contributes to the daily workflow in coordination of the Clinic Administration. Immediately reports when outstanding events that delay the daily workflow, as it occurs.

Maintains common spaces to make sure they are orderly, organized and welcoming for patients and visitors.

Has the knowledge of the prior authorization process / chart note process to achieve the desired purpose to aid in the assistance of patients.

When requested, reviews and verifies coding for accuracy. Can facilitate the process of correcting erroneous coding. Requests medical documentation as needed to support coding to adhere to normal billing requirements. Assigns diagnostic codes for services or treatments from health records. Serves as a coding and billing resource to staff.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

High School Diploma or equivalent required.

This candidate will possess preferably two years of medical office experience to include insurance verification, answering multi-line telephones, data entry and customer service responsibilities.

Legible handwriting, proficiency in keyboarding skills and experience with electronic health records preferred.

Ability to prioritize and organize work area and maintain accuracy of work despite multifaceted task directions and interruptions.

Strong written and verbal communication skills and professional attitude and appearance are critical for the success of this person.

KNOWLEDGE OF JOB

- Excellent interpersonal skills with the ability to interface with patients, physicians, and co-workers in a tactful, informed and customer service oriented manner is a requirement of this position.
- This person must possess the ability to make recommendations to effectively solve problems, using judgment consistent with standards, practices, policies, and procedures.
- Knowledge of Microsoft Office, including Word, Excel, Access, Outlook, and PowerPoint is preferred.
- This person must have the ability to focus on details, handle multiple tasks, and remain highly organized in a fast-paced environment.
- Knowledge of standard medical record-keeping and HIPPA requirements is essential for this position.
- Knowledge of medical terminology and the ability to interpret emergent medical issues from non-emergent medical issues is essential.
- This person must possess the ability to quickly, thoroughly, and consistently follow instructions from Clinic Administration, while maintaining complete confidentiality of Clinic Administration and their dealings with fellow employees.
- Ability to adapt to change and implement new policies / procedures- please note that change is often and implemented when necessary at Onsite Employee Health and Wellness.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of office machines and equipment such as computers, printers, copier, calculator, telephone. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to forty pounds of force occasionally, and/or up to twenty pounds of force frequently. Must be able to lift and/or carry weight of forty to sixty pounds. Must be able to respond quickly to emergency situations in the office. Physical demand requirements are at levels of those for medium to heavy work.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange information, Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Onsite Employee Health and Wellness Medical Office Assistant. Requires the ability to write / type reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice. Requires knowledge of standard medical terminology and abbreviations.

INTELLIGENCE: Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to Onsite Medical Employee Health and Wellness services.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and elected officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight.

FORM/SPATIAL APTITUDE: Requires the ability to visually inspect items for proper length, width, and shape visually with office equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using office equipment and medical equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have eye/hand coordination sufficient to operate a multi-line telephone switchboard and work between two or more computer programs at the same time.

COLOR DISCRIMINATION: Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, the general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under considerable stress when confronted with an emergency within the job of Onsite Employee Health and Wellness Medical Office Assistant.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date