

CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION

Job Title: Onsite Employee Health and Wellness PRN
Medical Office Assistant

Department: Onsite

Grade G/Step 7

H.P.D. Varies

D.P.Y. Varies

Job Description

Date Reviewed: August 2023

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

Purpose of Job

The Onsite Employee Health and Wellness PRN Medical Office Assistant provides support with daily activities of a medical office on an as needed basis 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 PRN 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 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 a PRN 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's records, verifying that patient's record is up to date and accurate. Makes appropriate changes in computer system and on patient's chart/records. Maintains a clean, orderly and safe front office environment for patients and visitors. The PRN Medical Receptionist position is not guaranteed any number of hours per week or hours per year.

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.

Provides support for Clinic Administration. Maintains the strictest of confidentiality of Clinic Administration dealings with fellow employees.

Requires knowledge of standard medical terminology and abbreviations.

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

Assists patients with any questions or concerns. As the position is PRN in nature, when unsure of patient answers, this person is aware of the need to seek guidance from the Clinic Administration in all of their dealings to attempt smooth patient interactions until the permanent Medical Office Assistant resumes daily duties.

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 assists with the ordering of 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 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 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: assists in maintaining accuracy of mailing lists, interoffice communications, 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, assists in placement of outgoing mail, shipping and receiving of packages.

Accurately schedules all appointments according to the guidelines provided by the Onsite Employee Health and Wellness Clinic Manager and Assistant Clinic Manager.

Assists in maintaining the online patient records system.

Assists in maintaining the filing system for forms, community information, and patient records.

Operates a high call volume multiline phone system. In the absence of a full-time Medical Office Assistant, 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. When necessary, will report out on patient numbers, appointment categories, patient wait times, and callback list outcomes.

Supports the Clinic Administration in all functions of the clinic.

Assists in maintaining 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.

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.

Maintains good two-way communication between staff members.

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

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

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.

Follows verbal and written instructions of the permanent Medical Office Assistants in regards to assignments delegated to them from the Clinic Manager and Assistant Clinic Manager.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

High School Diploma or equivalent.

Preferably possesses 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 scheduling systems preferred.

Ability to prioritize and organize work area and maintain accuracy of work despite multi-faceted 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 coworkers in a tactful, informed and customer service oriented manner.
- 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.

- 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.
- 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.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

REQUIRED SKILLS, ABILITIES AND PHYSICAL REQUIREMENTS:

- Must be able to do occasional lifting, carrying, pushing and/or pulling of up to 60 pounds, standing, sitting, walking, bending, stooping or kneeling;
- Must be able to traverse school facility;
- Must have significant fine finger dexterity;
- Must be able to operate standard office equipment including pertinent and required software applications;
- Must possess excellent language skills (verbal and written) requiring the ability to read informational documentation, directions, instructions, policies and procedures related to this job, requiring the ability to give assignments and/or directions to co-workers, assistants, supervisors, students and parents/guardians, requiring the ability to deliver verbal and written communications in English language;
- Must possess excellent interpersonal skills with ability to interact with people (staff, supervisors, parents/guardians, students) and maintain professionalism and tact in all situations, including emergent ones, must be able to maintain constructive relationships;
- Must possess excellent organizational skills and attention to detail;
- Must be able to perform multiple, highly complex, technical tasks with periodic need to enhance skills in order to meet changing job conditions.
- Must be able to apply assessment instruments and analyze data and possess problem-solving skills.
- Must be able to make independent judgments in absence of supervision.

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 inspect items for proper length, width, and shape, visually.

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