
Employee Name:
Division: Health & Wellness Services
Classification Title: Office & Administrative Specialist
Prepared By: Connie M. Kamara

Position Control Number: 00201980
Activity:
Working Title: Medical Office Specialist
Appraisal Period: To:

EMPLOYEE SIGNATURE/DATE

SUPERVISOR SIGNATURE/DATE

(This position description accurately reflects my current job)

(This position description reflects the employee's current job)

POSITION PURPOSE:

This position exists to assist in managing the front desk at WSU's Health & Wellness Services. It includes decision making on walk-in patient's scheduling needs and general scheduling of patient appointments for both Health & Wellness Services and Counseling & Wellness. In addition, it provides administrative support to manage provider schedules. This position also obtains insurance information when registering patients. Additional duties include general office practices including filing, copying medical records, ordering supplies as directed, data entry on incoming medical records for immunization compliance, etc.

REPORTABILITY

Reports to: Director of Health & Wellness Services

Supervises: Assists the Office Manager in supervising student workers.

DIMENSIONS

Budget: N/A

Clientele:

Students and employees of WSU, outside clinic contacts, and staff of WSU Health & Wellness Services and Counseling Services.

Make 3 Copies: Employee, Supervisor, and Personnel Office

Principle Responsibilities and Tasks

- 1. Manages the front desk to schedule appointments for walk-in and telephone appointment requests for both Health Services and Counseling and maintains office procedures to ensure efficiency.**
 - a. Respond to patient inquiries, both walk-ins and phone contacts. Listen to concern/complaints of patients and determine appropriate action.
 - b. Schedule appointments with appropriate health care providers and the Health & Wellness Promotion Coordinator, as well as counselors
 - c. Answer questions from students, faculty, other clinics and public related to general health service and counseling service information. Refer non-routine matters to the appropriate Health Service Personnel or Office Manager.
 - d. Summon nurse immediately in an emergency
 - e. Assist the insurance coordinator by collecting and processing insurance information.
 - f. Assist new patients in completing a medical history form and update information on returning patients.
 - g. Assist the Office Manager with data entry and updating of health service forms, policies and procedures.
 - h. Process and route mail.
 - i. Copy, collate and word process when needed for staff.
 - j. Run copies and fax medical records upon request.

Priority: A Discretion: A Percent of Time: 80% Essential Function: Yes

- 2. Maintain confidential electronic records for university students on the Cerner scheduling module.**
 - a. Update electronically in Cerner the patient's demographic information.
 - b. Obtain and verify signed patient medical information releases.
 - c. Copy and fax medical records as requested by health care provider and patients
 - d. Assemble appropriate paperwork to be placed in the incoming patient's folder for both scheduled appointments and walk-ins.
 - e. Assist the Office Manager with archiving and destruction of patient medical records within medical and legal guidelines.

Priority: A Discretion: A Percent of Time: 10% Essential Function: Yes

- 3. Assures university's compliance with Minnesota State Immunization laws**
 - a. Assist the Office Manager with the input of student's immunization records into the ISRS system.
 - b. Retrieve and copy immunization records per student request
 - c. Review and analyze immunization records for compliance with state regulations and notify students of what is needed to assure compliance as needed verbally or electronically.

Priority: A Discretion: A Percent of Time: 5% Essential Function: Yes

- 4. Act as a backup for the Office Manager in monitoring and maintaining supplies for the Health & Wellness Services. Perform other duties as assigned by supervisor.**

- a. Follow purchasing procedures for the State of Minnesota
- b. Order medications and supplies as directed by the health service director and other health service personnel
- c. Upon receipt of orders, check for completeness and stock merchandise

Priority: B

Discretion: A

Percent of Time: 5%

Essential Function: Yes

POSITION DESCRIPTION C

EMPLOYEE NAME:

NATURE AND SCOPE: (RELATIONSHIPS; KNOWLEDGE, SKILLS, AND ABILITIES; PROBLEM - SOLVING AND CREATIVITY; AND FREEDOM TO ACT)

RELATIONSHIPS:

This position requires verbal and written communication with students, parents, other health organizations, university departments, insurance companies and the general public.

KNOWLEDGES, SKILLS, AND ABILITIES:

Minimum Qualifications:

Math-Sufficient to add, subtract, multiply and divide when ordering supplies. **Typing**

Keyboarding(35WPM)-Sufficient to draft correspondence to students regarding appointments and immunization records, **Data Entry Performance**-Sufficient to enter immunization information into ISRS,

English(Speaking and/or Writing and/or Reading Orally)-sufficient to communicate with students and customers of the department via email and in person, **Word Processing**-sufficient to draft correspondence for the medical personnel, **Specialized Terminology**-sufficient to know and understand medical terminology to communicate with internal and external customer, to interpret what service was performed and how to code it properly for medical records, and **Customer Service Skills**-sufficient to serve as the receptionist for the department.

Preferred Qualifications:

- Knowledge of general medical conditions to determine immediate needs of patients.
- Knowledge of medical insurance processes.
- Good communication skills (both written and oral)
- Knowledge of office equipment such as fax machines and copy machine
- Ability demonstrate good human relations skills
- Ability to organize and prioritize one's own work
- Knowledge of Data Privacy Laws including HIPAA.
- Ability to lift 30lbs and maintain frequent mobility
- Experience in the healthcare industry

PROBLEM SOLVING:

Job related problem solving includes establishing priorities from a wide number of immediate demands at the front desk including, large number of arriving students and telephone calls requesting scheduling.

FREEDOM TO ACT:

Decisions related to duties of the front desk will be discussed with the Office Manager and/or with the health service director. Immunization and medical records are under the guidelines of state law and must be strongly adhered to in that regard.