

Citrus College

Position Description

Position: Health Services Assistant	Position Number:
Department/Site:	FLSA: Non-exempt
Evaluated by:	Salary Range: 27

Summary

Performs a variety of complex clerical duties to support a medical clinic office. Provides support to health care providers, administering an office that receives and screens callers, triages patient calls, schedules appointments, and maintains fully compliant health records. Performs certain medical records and business office functions such as medical transcription, coding of charts, arranging for ancillary health care services such as lab and x-ray work, patient or third party billing, and setup of examination rooms.

Essential Duties and Responsibilities

- Receives walk-in guests and telephone inquiries from staff and students. Assesses the nature of the call, provides basic triage to urgent care callers, and refers to healthcare providers. Initiates calls to outside healthcare services and agencies, providing information and resolving matters as appropriate, or routing calls as necessary.
- Schedules clinic appointments according to established hours of service. Prepares schedules and informs practitioners of dates and times. Organizes medical files to correspond with appointment schedules.
- Retrieves, reviews, and prepares patient medical files and charts. Verifies that the file contains the necessary forms, identification, and consent agreements. Assures that the chart is updated accurately and on a timely basis. Releases medical information from charts as requested and in keeping with medical-legal requirements. Maintains a master file index.
- May prepare billings for Medicaid and insurance reimbursement by input of patient diagnosis and charge data onto standardized formats, research and input of medical classification codes, fees. Verifies accuracy of charges, receipts, and postings.
- Researches, validates, and records diagnosis and treatment codes in compliance with established procedures.
- Transcribes medical reports from voice dictation and notes. May proofread typed reports of others for proper terminology. Secures required signatures and locates to patient file.
- Prepares patient activity statistics such as the frequency and nature of visits and consultations.
- Audits the entries to patient files, patient billing systems, and other records to ensure accuracy.
- May provide counseling for purposes of referral, hygiene, payment of charges, etc., to patients and families.
- Under supervision of a Nurse, may prepare patient care areas and arrange equipment.
- May perform any or all of the duties of a Medical Assistant.
- Compiles health and demographic information from students, noting health history including social and emotional aspects.
- May coordinate and participate in implementing immunization programs.
- Ensures that health records are maintained up-to-date and that billing for services to third party agencies for reimbursement is done on a timely basis.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

Requires a full working knowledge of the practices and techniques of medical office procedures.

Requires basic knowledge medical terminology and patient care diagnostic codes.

Requires a working knowledge of medical administrative processes, medical terminology, file maintenance and control.

Requires a basic understanding of insurance billing procedures.

Requires a basic knowledge of the laws, rules, and regulations governing healthcare records as well as applicable federal and state laws for working with students.

Requires well-developed human relation skills to work effectively and cooperatively with professional staff and students; communicate technical, confidential, and sensitive concepts to others.

Requires skill in using office productivity software such as word processing, data entry screens for health care information storage and retrieval, and spreadsheets.

Requires sufficient math skills to record measurements and statistics.

Requires sufficient writing skills to prepare diagnostic reports.

- **Abilities**

Requires the ability to carry out the duties of the position with limited direction.

Requires the ability to prepare narrative and statistical reports.

Requires a demonstrated ability to setup, maintain, and control the location of files; to enter data onto standardized formats using computerized data base programs; to perform basic arithmetic operations; and use a keyboard for advanced transcription.

Requires the ability to work with and show sensitivity to a diverse student population from a wide range of ethnic, social, and economic backgrounds.

- **Physical Abilities**

Requires ambulatory ability to walk and stand for intermittent periods of time.

Requires the hand-eye coordination and manipulative skills to perform transcription and data entry using a computer keyboard.

Requires visual acuity to read words and numbers and observe student patient behavior.

Requires auditory ability to carry on conversations in person and over the phone.

- **Education and Experience**

Requires a high school diploma, or the equivalent, and higher education in medical office administration plus two years of clerical/secretarial experience in a public health, school clinic, or hospital clinic setting.

- **Licenses and Certificates**

Requires a valid driver's license.

- **Working Conditions**

Work is performed in an indoor environment where some health and safety considerations exist from exposure to infection.