

**San Jose · Evergreen Community College District
Classified Job Description**

Position: Health Services Office Assistant

Department: Health Services

College: Evergreen Valley College or San Jose City College

Date: September 28, 2010

POSITION PURPOSE

Under the supervision of the Vice President of Student Affairs and in collaboration with the Director of Health Services, performs numerous complex clerical duties required to maintain and support Student Health Services. The Health Services Office Assistant provides support to the students, other staff, and the healthcare providers in Student Health Services. This position requires knowledge of basic medical terminology, healthcare privacy laws, medical records standards, and other work required for a front office position in a medical clinic.

DISTINGUISH CHARACTERISTICS

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, and schedules appointments, with the appropriate provider

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

1. Greets and processes all students and staff with or without an appointment, while having the responsibility of answering the phone, assisting patients who have completed their appointments with the provider, and helping the providers with questions as needed. This requires the ability to triage the most urgent need and the ability to multitask.
2. Schedules clinic appointments within the established hours of service and times contacts patients to remind them of their appointment. This requires a working knowledge of the amount of time required for each type of appointment and the appropriate provider. Compiles, organizes and prepares medical files to correspond with appointment schedules.
3. Responsible for having the patient fill out all the necessary forms, completely and accurately, for their visit and compiling the medical records prior to their appointment. Be familiar with HIPPA Privacy Rights and Family Pact requirements plus the appropriate forms for each one.
4. Retrieves and prepares patient medical records when a copy is requested by a patient, an outside provider or agency. Responsible for making sure the appropriate forms are signed before any information is released. This must be in compliance with HIPPA regulations.
5. Monitors budget accounts, sets up Open Purchase Orders, orders office and medical supplies, completes requisitions and pays miscellaneous bills, monitors the accounts receivable, balances, and submits deposits to Campus Business Services, notifies patients of outstanding bills and places holds on their account as warranted. Work with the District office accounting and purchasing departments and Campus Business Services.
6. Reviews all hourly time sheets of providers and submits them on the required date each month, submits monthly absence reports, and at the beginning of the semester submits electronic Board Election forms on all hourly employees. Responsible for completion of all District forms that must be submitted for any new employee.
7. Responsible to train and supervise all student workers that assist in Health Services. Involved in the interviewing and hiring process.

8. Reviews the billing forms and sends them weekly to our billing company. Forwards all denials to the billing company for follow-up and corrections to ensure timely reimbursement.
9. Takes notes at staff meetings and prepare the minutes for the next meeting.
10. Assists the Director with MAA (Medical Administrative Activities) which includes contact with MAA participants on campus, Medical Billing Technology, our billing company, and Santa Cruz County Office of Education.
11. Works with the psychological interns and their supervisor in scheduling patients for Psychological Services.
12. Required to interact with multiple community agencies and medical offices.
13. Assists the Director with projects as needed which requires a working knowledge of Microsoft Word, EXCEL, PowerPoint, and Outlook.
14. Administers minor first aid and CPR as needed. Including completion of Medical Incident Report.
15. Assists providers with campus and clinic emergencies as needed.
16. Maintains master calendar for Health Services.
17. Works in conjunction with the Director to plan and implement new services, programs, and special events.
18. Coordinates and submits conference requests for all staff members.
19. Obtains copies of all mandatory provider and site licenses/certificates and verifies documents are always current.
20. Performs other duties as assigned that support the overall objective of the position.

EMPLOYMENT STANDARDS

Knowledge and Skills:

1. Basic knowledge of medical front office procedures: charts, appointment scheduling, confidentiality issues, and medical billing.
2. Use of general office equipment; fax and copy machines, computer, and scanner.
3. Advanced computer skills in Microsoft office and the ability to learn an Electronic Medical Records program where applicable.
4. Requires basic knowledge of the laws, rules, and regulations governing health care records, as well as, applicable federal and state laws (FERPA) for working with students.
5. Well-developed human relation skills to work effectively and cooperatively with professional staff and students.
6. Requires language usage, spelling, grammar, and punctuation to be able to write reports and complete other documents.
7. Sufficient math skills to perform simple bookkeeping.

Abilities to:

1. Carry out assigned duties with limited direction, as well as ability to prioritize work.
2. Communicate clearly and effectively with patients, clinical staff, campus community, and outside agencies.
3. Communicate clearly and effectively with patients, clinical staff, campus community, and outside agencies.
4. Recognize and respond to medical emergencies.
5. Handle sensitive issues with diplomacy and tact.
6. Understand the importance of confidentiality in a medical setting.

Education and Experience:

1. A high school diploma and higher education in medical office management.
2. Three years of successful clerical/secretarial experience in a public health, school, or hospital clinic setting. Additional experience may substitute for higher education.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.
4. Success integrating diversity as appropriate into the major duties outlined in the job description and in the duties listed in the District's hiring policy or demonstrated equivalent transferable skills to do so.

Licenses and Requirements:

1. Requires a valid driver's license.
2. Requires ability to obtain a First Aid and CPR card

Physical Abilities:

1. Ambulatory ability to walk and stand for intermittent periods of time.
2. Hand-eye coordination and manipulative skills to be able to use a computer keyboard and other office equipment.
3. Visual acuity to read words and numbers and observe student patient behavior.
4. Auditory ability to carry on conversations in person and over the phone.
5. Able to bend, stoop, and lift up to 30 lbs.

Job description retyped from files 9.18.08
Board directed diversity language included

Date Approved: September 28, 2010 (revised/position title change)
Salary Range: 80
EEO-Category: 2B4 – Secretarial/Clerical