



MEDICAL OFFICE ASSISTANT I/II

DEFINITION

Under general supervision, provides a variety of routine to difficult medical office support to a variety of County clinics and public health program areas, which may include patient scheduling and intake, reception, typing, word processing and patient record keeping and filing.

DISTINGUISHING CHARACTERISTICS

Medical Office Assistant I is the entry-level class of this medical office support series. Initially under close supervision, incumbents learn office and County procedures. As experience is gained, there is greater independence of action within established guidelines. This class is alternately staffed with Medical Office Assistant II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency, which meet the qualifications of the higher-level class.

Medical Office Assistant II is the journey level class of this series, fully competent to independently perform a variety of responsible medical office support duties. All positions are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Specific duties, including the amount of typing, word processing, use of on-line or personal computers and contact with the public will vary with the clinic or medical area to which assigned. This class is distinguished from Senior Medical Office Assistant in that the latter either assigns, directs and reviews the work of a small office support staff or performs the most difficult, technical, complex and /or specialized medical office support duties.

EXAMPLES OF DUTIES (Illustrative Only)

- Acts as a receptionist and receives patients and visitors; screens phone calls; takes messages or makes appropriate referrals; provides factual information regarding the County or specific medical unit activities and service which may require some interpretation of rules, policies and/or procedures.
- Orders, receives and organizes patient charts for daily appointment schedule preparation and varied record keeping activities; may pull and file charts located within assigned area; reviews charts for necessary documentation and diagnostic test authorizations from health care staff; closes patient charts as authorized.
- Provides for intake and registration of patients; interviews patients to obtain medical information and appropriate documentation required to open patient charts.
- Reviews financial and insurance status of patient; explains treatment costs and methods of payment; performs periodic re-evaluations, re-determinations and adjustments as necessary; collects fees, issues receipts and balances daily monies received.
- Schedules patient appointments and prepares daily appointment schedule; schedules medical tests and procedures, as assigned.
- Informs professional staff of lab, X-ray and other diagnostic test results in accordance with established policies and procedures.
- Prepares a variety of periodic and special reports related to patient care, testing and results, which may require the use of arithmetic calculations and the consolidation of information from various sources.
- Transcribes patient information histories, physical examination notes and related patient medical information containing specialized medical terminology; types various correspondence and

documentation pertaining to patient diagnosis and treatment from drafts, dictated tapes, notes or brief instructions using a typewriter or word processor.

- Establishes and maintains office and patient files; researches and compiles information from such files.
- Performs such office support activities as opening and distributing mail, processing outgoing mail and ordering and maintaining an inventory of office supplies.
- Establishes and maintains office and patient files; researches and compiles information from such files.
- May perform routine billing, preparation of medical procedure or test orders, scheduling of medical procedures, and a variety of patient processing, documentation and record keeping duties, depending upon assignment.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs related work as assigned.

QUALIFICATIONS

Note: The level and scope of the knowledge and skills listed below are related to job duties as defined under Distinguishing Characteristics.

Knowledge of:

- Policies and procedures related to the clinic or public health to which assigned.
- Medical terminology as related to office support work.
- Business letter writing and the standard format for typed materials.
- Basic business data processing principles and the uses of word processing or personal computing equipment.
- Office practices and procedures, including filing and the operation of standard office equipment.
- Correct English usage, including spelling, grammar and punctuation.
- Business arithmetic.
- Basic record keeping principles and practices.

Skill In:

- Performing detailed medical office support work accurately.
- Prioritizing work and coordinating several activities.
- Composing routine correspondence from brief instructions.
- Using initiative and sound independent judgment within established guidelines.
- Operating standard office equipment, including a word processor and computer terminal.
- Organizing and maintaining accurate patient and general files and records.
- Understanding and carrying out oral and written directions.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Typing accurately at a rate of forty (40) net words per minute from printed copy.

Other Requirements:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is primarily performed indoors in a standard office setting with infrequent trips outdoors in all weather conditions.

Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment; vision in the normal visual range with or without correction sufficient to read computer screens and printed documents and to operate equipment; hear in the normal audio range with or without correction. **Frequent** sitting, reaching, bending; wrist and arm motions and upward/downward flexion of neck; fine finger dexterity of both hands, ability to grasp and hold. **Occasional** standing, walking. **Infrequent** lifting, carrying or pushing objects that weigh up to 25 lbs.

Specified positions may require possession of a valid driver's license.

Education and Experience:

Medical Office Assistant I:

Experience:

One year of general office experience.

Medical Office Assistant II:

Experience:

In addition to the above, one year of experience which required the use of medical terminology and direct contact with patients in a clinic or similar medical office setting at a level equivalent to the County's class of Medical Office Assistant I.

WORKING CONDITIONS

As required by Internal Revenue Service Publication 1075, individuals in positions that have access to Federal Tax Information (FTI), will be subject to a background investigation and a criminal history check. In addition, individuals hired into positions that have access to FTI will be re-investigated at least once every ten (10) years.