

ISSUED: 10/00  
& 6/95

TITLE: <u>Medical Office Assistant</u>	SALARY	CLASS
	SCHEDULE: <u>Staff</u>	CODE: <u>SA410</u>
UNION: <u>Staff Association – Local 2071, U.A.W.</u>	SALARY	EEO
	GRADE: <u>4</u>	CODE: <u>40</u>
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	FLSA: <u>Non-Exempt</u>	CLASS: <u>SA</u>

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**POSITION PURPOSE**

Perform a variety of general clerical functions and patient care support duties in a clinical setting in an assigned unit in the School of Medicine.

**ESSENTIAL JOB FUNCTIONS**

- Perform non-standard typing in support of a patient care facility. Transcribe and type progress notes and letters to referring physicians; compose letters to insurance carriers documenting patient care; type documents which include medical terminology.
- Schedule patient appointments for surgeries and tests ordered by physicians. Coordinate schedules for patients, test sites and physicians; follow up with insurance companies for authorization to treat and bill; assemble medical record charts; file all correspondence and test results into medical record chart. Place medication orders with pharmacy upon request.
- Register patients into billing computer. Verify all pertinent patient data; obtain authorization to treat and bill. Collect payments from patients; post payments to accounts; make daily bank deposits. Utilize knowledge of third party billing to establish and follow through on patient accounts.
- Clean patient rooms between patient visits. Stock examining rooms with necessary supplies and instruments; clean suction machines; sterilize instruments after use. Take and develop patient X-rays as ordered by physician including positioning patient and exercising proper safety precautions to protect patient and self from exposure to harmful rays.
- Ensure all office and patient care equipment is in good repair. Keep schedule of X-ray machine maintenance; order film, solution and service as needed. Order all medical supplies, medications and instruments. Maintain adequate level of clerical supplies including patient information material.
- Perform related work as assigned.

### **ADDITIONAL COMMENTS**

This classification provides responsible and independent clerical and patient care support to clinical facilities within a medical department. Duties are procedural in nature, but necessitate awareness of related tasks. Incumbents must search for solutions or new applications within an area of learned things and are allowed to set priorities subject to supervisory approval and review. Incumbents must utilize keen attention to detail. This classification reports to and receives work direction from a faculty member or other professional level position.

### **MINIMUM QUALIFICATIONS**

- High school graduate or equivalent combination of education and/or experience.
- Good organizational skills including the ability to prioritize workload and resolve operational problems.
- Ability to communicate effectively with others.
- Ability to perform basic bookkeeping duties.
- Transcriptions skills may be required.
- Ability to type with speed and accuracy, including knowledge of medical terminology.
- Previous secretarial or medical office experience.
- Ability to operate patient care equipment including X-ray machine and autoclave preferred.
- Knowledge of third party billing, including HMOs and PPOs required.
- Typically, incumbents may have held lower level clerical or medical office positions.