



## **JOB DESCRIPTION**

**Position Title: Medical Secretary**

**Department: Skyline Specialty Clinic**

**Reports To: Nicole Vertner**

**Date Revised: 11/17/16**

**Date Reviewed: 11/18/16**

### **DESCRIPTION OF POSITION**

Skyline Specialty Clinic's Medical Secretary is the front line of customer service for the clinic, the waiting rooms for our outpatients, Surgery and Radiology. As such the medical secretary is responsible for promoting the mission and philosophy of Skyline Hospital through direct and indirect contact with our patients. Their responsibilities include scheduling exams, checking patients into the clinic, working in Clarity, answering phones, verifying prior authorizations, and maintaining the overall efficiency and coordination of the Specialty Clinic. Performs clerical functions for the department, providers, and management staff. Works as support staff and as a team member within the clinic. Other duties as assigned by the Department Manager.

The above statement is intended to describe the nature and level of work being performed. It is not an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

### **EDUCATION BACKGROUND AND EXPERIENCE**

- High school graduate or equivalent.
- Two years' experience as secretary/admitting preferred.
- Experience with office equipment, including computers.
- Excellent phone etiquette.
- Good communication and problem solving skills.
- Knowledge of medical and imaging terminology preferred.

### **REQUIRED KNOWLEDGE AND SKILLS**

Supports hospital mission and strategic vision; manages hospital resources appropriately; complies with hospital policies and programs; maintains skill levels, licenses, and certifications; complies with all state and federal Compliance and HIPAA requirements; keeps lines of communication open between self and other hospital personnel; competent with computer programs; proper telephone etiquette and appropriate personal interaction; shows professional respect and courtesy to patients, families, physicians or colleagues; must be able to work well with others.

## **ESSENTIAL JOB FUNCTIONS**

1. AIDET
2. Continuous learning and education of other staff and providers.
3. Will plan, organize, prioritize, understand work flow and appropriately respond to requests.
4. Interviews patients in a courteous, expeditious and accurate manner.
5. Verifies patients full legal name, spelling and date of birth and accurately inputs all required information into Cerner.
6. Verifies and prepares all necessary forms and documents.
7. Performs check-in duties in an accurate and timely manner.
8. Schedule patients for clinic providers accurately and at appropriate times and instructions.
9. Ensures compliance, obtains complete and accurate Advance Beneficiary Notice. Obtains appropriate signatures on a variety of forms such as the Advanced Beneficiary Notice.
10. Communicates effectively with compassion and sensitivity.
11. Consistently demonstrates professional telephone interactions.
12. Maintains patient flow; assesses individual needs to proactively manage departmental flow.
13. Obtains written orders for patients' exams from physicians.
14. Receive and send fax reports and orders.
15. Responds to changes in the work schedule as necessary.
16. Maintains knowledge of office departmental equipment. Initiates appropriate course of action for repair.
17. Process prior authorization requests.
18. Provides secretarial support as needed for the department, such as type minutes from meetings, manuals, correspondence, schedules, and other projects as needed. Distributes mail daily.
19. Other duties as assigned by Department Manager.

## COMMUNICATION

1. Provides knowledgeable, positive and effective communication.
2. Actively participates in problem solving and recommends methods of improvement.
3. Demonstrates appropriate use of verbal and non-verbal communications.
4. Fosters smooth communications by understanding organizational chart of Hospital and Nursing Services.
5. Keeps lines of communication open between self and other hospital personnel.

## POLICY ADHERENCE:

1. Complies with hospital policies.
2. Aware of safety regulations and reports unsafe conditions or practices to supervisors/managers.
3. Knows and implements, if necessary, fire and disaster response procedures.

## PHYSICAL REQUIREMENTS

Position Title: Development Coordinator

	Never (0%)	Seldom (1%-10%)	Occasionally (11%-33%)	Frequently (34%-66%)	Continuously (67%-100%)
<b>Sitting</b>					<b>X</b>
<b>Standing</b>				<b>X</b>	
<b>Walking</b>				<b>X</b>	
<b>Bending/ Stooping</b>				<b>X</b>	
<b>Crawling</b>			<b>X</b>		

<b>Twisting</b>				<b>X</b>	
<b>Squatting/ Kneeling</b>				<b>X</b>	
<b>Climbing (Stairs/Ladders)</b>			<b>X</b>		
<b>Lifting 25 lbs.</b>			<b>X</b>		
<b>Carrying 25 lbs.</b>			<b>X</b>		