

M A R Q U E T T E   G E N E R A L   H E A L T H   S Y S T E M S

JOB DESCRIPTION

POSITION: Clinic Office Clerk DEPARTMENT: Clinic Admin.(8060) 8840  
 SUPERVISED BY: Clinic/Practice Manager SUPERVISES: None  
 EFFECTIVE DATE: 2/14/95 JCC: 0841  
 REVIEW DATE: 7/95; 12/95; 3/98; 11/98 REVISED DATE: 7/95;12/95;3/98;11/98  
2/99; 1/03; 5/05; 12/07; 9/08; 10/10 2/99; 1/03; 5/05; 12/07; 9/08; 10/10  
 PREPARED BY: Scott Tuma TITLE: Vice President, MGMG  
 RECOMMENDED BY: Scott Tuma *sm* TITLE: Vice President, MGMG  
 APPROVED BY: *DS* David S. Smith TITLE: Senior Director/Human Res.

POSITION SUMMARY:

Performs a variety of clerical functions in a medical office.

POSITION ACCOUNTABILITIES/COMPETENCIES\*\*:

Does  
Meets Not  
Meet\*

- 1. Maintains established hospital and departmental policies and procedures, objectives, performance improvement program, safety, environment of care, management of information, and infection control standards. (1,5)
- 2. Utilizes excellent customer service skills at all times. (1,5)
- 3. Complies with federal and state law and accrediting and licensing agencies at all times, to include but not limited to, JCAHO and federal compliance regulations. (1,5)
- 4. Utilizes appropriate telephone skills. (1,3,5)
- 5. Communicates with and assists other members of the health care team. (1,3,5)
- 6. Responds immediately to phones, patient requests, pages and clinic alarm systems. (1,3,5)
- 7. Schedules patient appointments according to office procedure and, utilizing the Electronic Medical Record (EMR) and other designated methods, assures availability of medical chart and current medication lists prior to appointment. (1,3,5)
- 8. Maintains accurate medical records (electronic and paper) and scans documents, attaches faxed files into correct electronic and paper charts to assure an accurate record of patient treatment. (1,3,5)

- 9. Maintains confidentiality of clinic and patient data. (5)
- 10. Performs accurately and timely patient registration and collects appropriate payment. (1,3,5)
- 11. Enhances patient and customer relations by providing relevant information and/or assistance to patients/families regarding hospital procedures, regulations, location of services. (1,3,5)
- 12. Arranges referrals for patient appointments, tests and procedures. (1,3,5)
- 13. Orders supplies, recognizing the need for cost containment. (2)
- 14. Operates office equipment, identifying risks, safety factors, handling maintenance and trouble shooting. (1,3)
- 15. Sends, receives and distributes mail/fax utilizing correct procedures and/or agencies. Sends messages, manually and electronically, through Practice Partner to appropriate staff. (3)
- 16. Demonstrates minimum acceptable knowledge, skills, and abilities necessary to provide care appropriate to the age of the patient population served, based on physical, psychological, educational, and safety needs. (5)
- 17. Utilizes MGHNET/Redwood/MGH website and other reference material as applicable. (5)
- 18. Enhances professional growth and development through participation in educational programs, current literature, inservice meetings, and professional conferences. (5)
- 19. Participates and attends meetings and inservices as required and/or assigned. (5)
- 20. Performs other related duties as assigned or requested. (5)

\*Comment or data needed to support this.

\*\*Those activities that employees are required to and able to perform independently following procedure and/or criteria.

**POSITION QUALIFICATIONS:**

**Minimum Education/Experience:**

- High school graduate and one year clerical experience -OR- one year business/specialized training

**Preferred Education:**

- Post high school business/specialized training
- Medical terminology

**Preferred Experience:**

- 1-2 years in healthcare setting
- Keyboard experience
- Electronic medical record experience

**Required Testing:**

- Wonderlic = Review of score only

**Other Skills:**

- Ability to file alphabetically and numerically
- Medical terminology knowledge preferred
- Calculator
- Fax machine
- Personal computer
- Photocopier
- Charge card verifier
- Answer telephone system
- Communication skills
- Adaptable to change
- Enhanced customer service skills

**Physical Demands:**

- Moderate physical effort (lift/carry up to 25 lbs.)
- Frequent prolonged standing/walking
- Lifts supplies/equipment
- Manual dexterity and mobility
- Considerable reaching, stooping, bending, kneeling and crouching

**Working Conditions:**

- May be exposed to infections and contagious diseases
- Occasional exposure to unpleasant patient or unit elements
- Contact with patients under wide variety of circumstances
- Subject to varying and unpredictable situations
- Subject to many interruptions
- Travel may be required
- Occasional pressure due to multiple calls and inquiries
- Occasionally exposed to risk of blood borne disease

**Working Conditions continued . . . .**

- Exposed to unpleasant elements (accidents, illnesses, injuries)
- Handles emergency or crisis situations
- Requires judgment/action which could result in death of patient

**Required Protective equipment:**

- Eye protection
- Face protection

(1) The performance of this function is the reason that the job exists and is a critical activity.  
(2) There are limited employees among whom the performance of this function can be distributed.  
(3) This function occupies a great deal of the employee's time.  
(4) This function is highly specialized. Employees are hired for the skill/ability to perform this.  
(5) Failure to perform this function may have serious consequences.  
(8) Exposure to bloodborne pathogens that requires use of personal protective equipment.

The above statements are intended to describe the nature and level of work being performed. They are not construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. (8060) 8040\_0841