

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

JOB DESCRIPTION

POSITION: Secretary DEPARTMENT: Marquette Rehab Services
4635; Negaunee Rehab Services 4645

SUPERVISED BY: Director, Human Resources-UP Rehab SUPERVISES: None

EFFECTIVE DATE: August 2011 JCC: 0707

REVIEW DATE: _____ REVISED DATE: _____

PREPARED BY: Mitch Leckelt TITLE: Vice President, Support Srvcs

RECOMMENDED BY: Mitch Leckelt TITLE: Vice President, Support Srvcs

APPROVED BY: David S. Smith TITLE: Senior Director/Human Res.

POSITION SUMMARY:

Performs secretarial duties including patient registration, scheduling appointments, coordinating clinic schedules, maintaining correct multidisciplinary team for each clinic, billing appropriately for each clinic type, word processing, filing, and dissemination of clinic reports.

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. Answers telephones, routes callers, takes messages and provides routine information to callers. (1,2,3)
- 5. Performs secretarial and receptionist duties. (1,3)
- 6. Coordinates all patient scheduling to facilitate accessibility and continuity of care and minimize patient waiting time. Considers patient's age, physical condition and type of visit when scheduling appointment with appropriate staff. (1,2,3)

- 7. Receives and processes referrals and assures appropriate patient information is available for visit (1,3)
- 8. Distributes reports to designated healthcare providers. (1,2,3,4,5)
- 9. Completes appropriate facility and professional billing forms for each type of visit and assures accuracy of charges using correct billing information. Reviews charge journals to verify compliance with accurate billing. (1)
- 10. Integrates departmental services with organization's primary functions and coordinates with other department/services in a manner which fosters a collaborative environment for teamwork within the department and with other departments/services. Assists with coordinating patient clinic appointments with other patient appointments to assure convenience and appropriate continuum of care. (1,2,3,5)
- 11. Performs typing of reports, minutes, memos, forms, and other typing assigned for the clinic. (1,3)
- 12. Organizes and maintains assigned filing systems. (1)
- 13. Organizes and maintains appropriate chart forms and charts. (1,5)
- 14. Maintains responsibility for business office and clerical inventory and physical environment, including safety of patients, staff and physicians. (1,2,3,5)
- 15. Maintains client data base. (1,3,4)
- 16. Acts as a liaison with outside agencies, service bureaus, and businesses. (1,2)
- 17. Maintains responsibility for business office functions and equipment. (1,2,3)
- 18. Compiles statistical data and generates reports as delegated by Director. (5)
- 19. Monitors patient satisfaction. (2)

- 20. Enhances professional growth and development through participation in educational programs, current literature, inservice meetings and professional conferences. (5)
- 21. Participates and attends meetings and inservices as require and/or assigned. (5)
- 22. 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:

- Post high school vocational/specialized training and 2-3 yrs of experience
- OR -
Associates Degree in Secretarial Science

Preferred Experience:

- 2 yrs of secretarial experience in a healthcare setting

Required Testing:

- Keyboarding - Review only
- Microsoft word - editing formatting from a rough draft
- Medical terminology
- Transcribing from machine dictation
- Excel - spreadsheet
- Alpha/numeric filing

Additional Required Skills:

- PowerPoint - knowledgeable
- Compose letters/memorandums
- Research information
- Use of appropriate telephone etiquette
- Schedule appointments
- Appropriate use/maintenance of standard office equipment
- Ability to learn/demonstrate basics of applicable MGHS computer network/programs

Physical Demands:

- Mostly sedentary work
- Occasional standing/walking
- Lifts supplies/equipment
- Occasional reaching, stooping, bending, kneeling and crouching

Working Conditions:

- Subject to many interruptions
- Occasionally subjected to irregular hours
- Pressure due to multiple calls and frequent inquiries

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- (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. 4635 4645_0707