

GRADE: 6
DIVISION: PREVENTIVE HEALTH SERVICES

POSITION SUMMARY:

Primarily responsible for entering computerized patient medical data in *PHOCIS and PHIDDO* software; preparing correspondence, forms and reports using computer; greeting clients; answering multi-line telephone system; and filing records.

PRINCIPAL DUTIES/RESPONSIBILITIES:

The following functions represent the majority of the duties performed by the position, but is not meant to be all-inclusive or prevent other duties from being assigned when necessary.

ESSENTIAL JOB FUNCTIONS (95% of Time):

1. Answers the telephone, routes calls, greets clients, answers questions, directs clients, gives out test results and schedules appointments. Retrieves messages and returns calls as needed.
2. Enters and retrieves computerized patient medical data in *PHOCIS* software and updates as needed; and performs charge entry for patient encounters.
3. Retrieves and sorts records; posts information to reports and forms; places information into proper files; and returns files to storage.
4. Sorts and files correspondence, skin test cards, medical charts, forms and other material numerically, alphabetically or by predetermined classification.
5. Posts charges, receives payment from patients and issues receipts.
6. Composes correspondence as needed.
7. Assists Refugee Coordinator with appointments and entering information on EDN Program. Understands how to look up refugee/immigrant information in EDN Program.
8. Scans documents and attaches them to patient's file.
9. Completes required training in support of duties and responsibilities of this position.
10. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

SECONDARY JOB FUNCTIONS – NON-ESSENTIAL (5% of Time):

1. Prepares special reports concerning the operation of the unit served by securing data from Department records and compiling data in requested form for such reports.
2. Checks lab results and makes sure data is attached to patient's file in PHIDDO (electronic record).

QUALIFICATIONS/SPECIFICATIONS:

Education: High school diploma or equivalent required.

Experience: One year of clerical experience required.

Knowledge and Skills:

- Data entry skills of 25-30 WPM.
- Knowledge of Microsoft Word and MS Office applications.
- Knowledge of proper English usage, spelling, punctuation and grammar.
- Good proofreading skills.
- Skills in concentrating and paying attention to detail, alphabetizing, spelling and writing legibly.
- Ability to follow oral and written directions and work effectively with others.
- Good comprehension skills with clients in completing forms and records to assure confidentiality in collecting and protecting personal health information (PHI).
- Good interpersonal and customer service skills are highly essential.
- Bilingual (Spanish/English) preferred.

Licenses: None.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Internal contact with Laboratory, Health Services and Information Technology Services personnel.
- Frequent external contact with the general public to answer questions and schedule appointments; and occasional contact with external healthcare workers to gather disease incidence information.

PHYSICAL EFFORT:

Stooping, bending and stretching to reach above seven feet; sitting for extended periods of time at the typewriter and/or computer; and lifting supplies weighing up to approximately 25 pounds.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision – None.

Indirect Supervision – None.

Budget/Money/Material – Responsible for assigned computer software and hardware.

Reports to – Administrative Assistant, Preventive Health Services

WORKING CONDITIONS:

Regular exposure to a noisy and crowded work environment, communicable diseases and interaction with sometimes hostile clients.

SPECIAL REQUIREMENTS:

Must maintain THD record confidentiality according to HIPAA regulations.

FLSA Status: Non-Exempt