

(Competitive)

DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for providing clinical support and maintenance of records for patients in a clinical setting. Direct supervision is received from an administrative supervisor. Supervision is not typically a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES

Medical Records Management

Schedules patient appointments.

Assists patients with completing paperwork.

Scans medical documents into the appropriate chart.

Prints and mails patient letters.

Enters data into one or more electronic medical records.

Retrieves patient information from one or more physical or electronic medical records.

Clinical Support

Obtains basic medical information from patients.

Measures heights and weights and takes vital signs.

Places and reads PPDs (TB skin testing).

Offers Directly Observed Therapy to tuberculosis patients.

Collects samples, including urine samples, blood draws and others.

Processes specimens in a Point of Care testing laboratory.

General Office Support

Takes minutes during clinical meetings.

Keeps inventory of supplies.

Answers phones and makes phone calls.

Collects payments from clients.

Enters and verifies information related to insurance and billing.

Public Health Outreach

Attends health fairs to represent the program in the community.

Participates in group health education sessions.

Participates in public health preparedness activities as trained and assigned.

Participates in department-wide Quality Improvement and Performance Management efforts.

Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial and ethnic backgrounds, sexual orientations, lifestyles and physical abilities.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Good knowledge of medical terminology.

Good knowledge of best practices for medical documentation.

Working knowledge of aseptic techniques and infection control practices.

Ability to perform a number of routine medical screening tests.

Ability to prepare and maintain medical records.

Ability to establish and maintain effective inter-personal relationships.

Ability to understand and interpret written material.

Ability to follow oral and written instructions.

MINIMUM QUALIFICATIONS

Two years of full-time paid experience, or its part-time equivalent, in a medical office or clinical setting, which must have included experience with electronic medical records and the provision of patient care, **and** possession of a certificate in one of the following fields: Medical Assisting, Phlebotomy or Medical Billing.

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