

UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES

POSITION DESCRIPTION

Position Title: Clinical Assistant

Date Prepared: 3/8/2009

Department: Obstetrics, Gynecology and Women's Health

FLSA Status: Full-time,
Non-exempt, 100% UCERA

Position Reports To: Clinical Operations Manager

Potential Occupational Exposure to Bloodborne Pathogens: Yes

UCERA is a non-profit organization established to further the mission and vision of the John A. Burns School of Medicine at the University of Hawaii. UCERA contributes to the goal of improving the health care status of the citizens of Hawaii and the Pacific by supporting education, research and clinical activities of the school, and by collaborating with hospitals, government agencies and other entities.

POSITION SUMMARY

The Clinical Assistant will work under minimal supervision and is responsible for carrying out daily operations of the Faculty Practice Clinic to include reception, scheduling, transcription, release of medical information, assisting patients and physicians with clerical activities. The Clinical Assistant is also able to assist the physician with patient care and maintain daily operations when the Clinic Manager is not available.

ESSENTIAL JOB DUTIES AND FUNCTIONS

Back Office/Clinical:

- Prepares, stocks and cleans exam rooms daily
- Room patients and take vital signs
- Assist physicians in patient care as directed, including retrieving supplies, medications, comforting patients and assisting during procedures. This may include assisting physicians with intentional termination of pregnancies (itop).
- Organizes patient charts for physicians including verification of completion of information prior to patient visit (i.e., referral forms, procedure authorizations, laboratory results, ancillary testing, records from referring physicians)
- Inputs data on flow sheets
- Participates in data collection for outcome studies
- Completes lab order forms and obtains physician signatures, schedules laboratory testing as required.
- Responsible for all aspects of physician office testing for CLIA waived testing. Collects specimens by finger stick procedure, performs quality assurance, performs tests, documents test results on daily log and in patient chart, reviews abnormal values with physicians, performs repeat testing as required. Monitors refrigerator and room temperatures. Meets with CLIA Laboratory Director

- weekly or as required, to review quality assurance and quality control documentation. Cleans laboratory, maintains equipment, handles and disposes of medical waste.
- Complete laboratory charge voucher for all office performed testing and gives to billing staff for data entry
 - Obtains blood draw from patients when needed
 - Maintains patient confidentiality
 - Serve as a preceptor to new employees, interns and volunteers.
 - Communicates with physicians and clinic staff any urgent issues or patient relations issues impacting clinic activity.
 - Informs physician of patient requests and phone calls. Documents instructions in medical record and follows-up with patients as directed by physician.
 - Receives and returns patient calls as required and communicates physician instructions as directed.
 - Performs follow-up on patient no shows
 - Checks and maintains inventory of supplies. Has prime responsibility for ordering medical and laboratory supplies.
 - Organizes medicine supply cabinet with special attention to expiration dates of medicines. Documents distributions of samples as required by state rules.
 - Cover reception duties as required. Including:
 - Greets and receives patients including: obtaining Information release authorization form from patients and accurate insurance and demographic information from patients as required.
 - Maintains safety equipment and supplies. Assists with medical students scheduled with participating physician.
 - **Provide coverage as needed for all faculty practice locations.**
 - Complies with all legal requirement and company policies.
 - Performs other duties as assigned.

Front Office/Receptionist:

- Greets, receives and welcomes patients
- Assures cleanliness and orderliness of reception and waiting rooms
- Obtains Information release authorization form from patients
- Notifies patients and obtains appropriate waivers as necessary
- Obtains accurate insurance and demographic information from patients, checks eligibility
- Is responsible for registering patients in the electronic registration system
- Answers phones. Triage patients for urgency of care. Directs patient to appropriate medical care when the physician is not in the clinic.
- Takes messages and assures prompt delivery of messages
- Schedules patients for clinic location
- Calls patients to remind them of appointments
- Reminds patients to schedule upcoming appointments
- Schedules patients for ancillary procedures as required

- Reminds patient of and collects patient balances; notifies patients of estimated balances for future services.
- Able to verify cash box fund
- Able to prepare cash deposit and documentation at the request of the Clinic Manager
- Coordinates physician schedules for patient appointments; is responsible for maintaining physician calendars with regard to clinic patient hours, surgery, meetings and other University and UCERA related assignments.
- Maintains patient confidentiality
- Process patient referrals
- Completes consult request forms for new and established patients
- Prepares hospital documentation including consent forms at the request of physician
- Coordinates & assists with transcription process including mailing of reports to referring physicians
- Assembles patient medical record chart and files records/forms in chart.
- Pulls charts for daily schedule and files charts. Assists with filing of reports, progress notes, and other documents into the patient chart.
- Maintains active and inactive patient charts; retrieval and storage of inactive charts.
- Communicates with physicians and clinic staff any urgent issues, patient relations issues impacting clinic activity.
- Informs physicians of no-shows and documents in medical record as instructed by physician.
- Confirms medical student schedules with participating physician
- Handles/processes clinic mail
- Assists with office clerical functions including correspondence, check requests, orders.
- Maintains appropriate inventory levels of forms and supplies used in the reception area.
- Assists staff members with photo copying, filing, typing, and ordering as assigned.
- Runs errands, picks up supplies & deliveries
- Performs other duties as assigned
- Assists in back office duties when necessary
- Assists with billing follow-up as requested by the UCERA Billing Department. i.e. records requests, confirmation of patient demographics, etc.
- Able to keep current with and satisfy HIPAA and OSHA regulations
- Is a resource for physicians and staff with regard to UCERA procedures, insurance requirements, hospital procedures and building procedures.
- Works task work queues as assigned.

MINIMUM QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Requires excellent verbal, written and interpersonal communication skills
- Excellent organizational skills
- Accurately takes and transcribes messages and data.
- Knowledge of medical terminology
- Customer service skills
- Knowledge of medical information release procedures & laws
- CLIA regulations for waived tests
- OSHA regulations for bloodborne pathogens
- Phlebotomy skills
- Patient Confidentiality laws (HIPAA)

Education/Training:

- High School Diploma or equivalent
- Certified Medical Assistant or equivalent education and experience

Experience:

- Medical assisting/office experience

Other qualifiers:

- Must be able to communicate with adolescents, adults, and elderly patients
- Participates as a team member
- Ability to maintain patient confidentiality at all times
- Sensitivity to culturally diverse patient population

DESIRABLE QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Understands patient confidentiality laws and medical information release procedures and laws.

Experience:

- Minimum of three years medical assisting/office experience preferred

EQUIPMENT USED

- Standard office equipment (phones, typewriter, computer, copier, fax)
- Computer system with the following software: IDX & EPIC
- Various laboratory testing equipment
- Ultrasound equipment

JOB CONDITIONS

- Normal working conditions, indoors, air-conditioned.
- Routinely works with blood with potential exposure to bloodborne pathogens.

- Usual hours are Monday-Friday, 8:00 a.m. to 5:00 p.m. Hours may be flexed to accommodate clinic schedules and duties may require extended hours.
- Duties may require extended hours.

MENTAL AND PHYSICAL DEMANDS

- Working with minimal supervision; attention to detail, accuracy and concentration.
- Ability to maintain calm composure while performing multiple tasks.
- Frequent sitting, standing, walking and bending
- Lifting up to 20 lbs.
- Pushing patients in wheel chair when needed and assisting patient on/off exam tables.

TERMS OF EMPLOYMENT

Position is located at Queen's Medical Center (POB 3) University Women's Health Specialists. Continued employment subject to terms of employment, job performance and/or continued funding.

Employment is "at will" and can be terminated at any time, either by the employee or UCERA, with or without cause or reason and with or without notice.

ABOUT THE SALARY AND BENEFITS

UCERA offers a competitive package. Salary commensurate with education and experience. Benefits include 8 paid holidays per year, 100% employee coverage for health and dental, flexible spending plan, pension plan with 3% dollar-for-dollar company matching contributions, generous PTO plan that increases with years of service, and 100% company paid group Life/AD&D/LTD insurance and employee assistance program.

INTERESTED APPLICANTS

Qualified applicants are required to email a cover letter, resume, salary requirements, employment application and verification consent form to jobs@ucera.org or fax at 808-536-7316.

UCERA is an Equal Opportunity Employer.

www.ucera.org