

## **JOB DESCRIPTION**

**JOB TITLE:** Senior Support Services Associate

**GRADE:** 8

**JOB CODE:** 2903

**DATE:** 11/8/95  
Revised 9/25/02

**GENERAL FUNCTION:** Under general direction has responsibility for registering patients for various services and programs provided by the local health department. The responsibilities include establishing a medical record by compiling all the necessary forms for registering patients, interviewing the patient to obtain pertinent non-medical information used for identification and income status according to agency and program policy, make follow up appointment, and collecting a fee for the services rendered. The entry level incumbent would participate in on the job training programs to become knowledgeable regarding the Patient and Community Health Services Reporting and Billing Procedures.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Assemble complete medical records containing all required forms for use in patient registration and establishing a medical record.

Assist patient in completing appropriate forms. (Depending on program requirements)

Interview patient to ensure completeness and accuracy of demographic information required for various services and programs.

Enter the demographic information using the computerized Patient Services Reporting System.

Route/direct patient to appropriate staff person for subsequent service.

Maintain patient medical record. Establish master patient index. Review and update patient medical record(s) for signatures, dates, permission forms, and other pertinent information as necessary upon follow-up visit(s). File patient laboratory reports received in medical record.

File and/or return medical record(s) prior to follow-up visit or subsequent visit.

Collect and record fee(s) obtained from patients as payment for service in the P.S.R.S.

Prepare routine letters, labels, and other appropriate material.

Answer phone. Schedule initial and follow-up appointments and document as necessary.

Review appropriate reporting sheet (P.E.F.) of services provided to ensure completeness and accuracy. Any edits or errors found on the P.E.F. should be referred to appropriate service provider for correction.

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Enter information from the PEF into the statewide-computerized network using appropriate screen(s) and fields.

Generate and/or issue WIC vouchers.

Request routine reports available from the PSRS according to agency frequency of need.

Inventory and order office supplies.

Maintain auto-dialer according to agency and patient requirements. Activate auto-dialer according to agency requirements.

**SUPERVISION RECEIVED:** Moderate supervision under standard operating procedures; incumbent occasionally can function autonomously, with supervisor available to answer questions.

**SUPERVISION EXERCISED:** No supervisory responsibility.

**JOB SPECIFICATIONS:**

**Knowledge:**

Basic knowledge of grammar, spelling, and punctuation

Knowledge of general office practices, procedures and equipment

Knowledge of basic filing systems.

Knowledge of basic mathematic principles.

**Skill:**

Skill in using various software systems; e.g., word processing

Skill in using standard reference documents

Skill in organizing materials, working time and priorities

**Abilities:**

Ability to deal courteously and communicate effectively with employees, the public, supplying general information and direction in a clear, concise manner.

Ability to maintain alphabetical, numerical, and subject filing systems.

Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions.

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Ability to operate personal computer.

Ability to work under stress to meet schedule deadlines

Ability to compute amounts using an adding machine, calculator, or computer, etc.

**On the job training requirement:** participation in programs to familiarize the incumbent with the Patient and Community Health Services Reporting and Billing Procedures consisting of the following (1) Core bridge software operation (2) Patient registration procedures (3) On line entry of the Patient Encounter Form and (4) Billing Procedures.

**Minimum Education, Training, and Experience Requirements:** High school diploma or GED. One year of moderately difficult administrative or clerical experience in a medical, hospital, or administrative office environment preparing word documents using a computer, operating a phone system to answer calls and referring to appropriate person, computer operation, using office equipment (fax, copier, calculator) and maintaining office files, and filing documents. Additional education (college, vocational school, etc.) in business education or a medically related field may substitute for the required experience on a year for year basis.

**The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.**