

MEDICAL CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical work which involves responsibility for providing clerical support in a health/medical-related setting. The specific activities depend on the area of assignment. The work is performed under the general supervision of a higher-level clerical staff member. Does related work as required.

TYPICAL WORK ACTIVITIES:

Organizes clinic supplies and patient records for daily routines;
Answers phone and handles personal inquires, provides information and refers callers to appropriate personnel;
Schedules and notifies patients of appointments;
Prepares new patient files and maintains and updates records for rescheduling patients;
Prepares and processes all appropriate laboratory information, such as blood tests, cultures, etc.;
Collects and records clinic fees;
Complies and maintains data and prepares necessary reports;
Opens mail and types all forms and any correspondence pertaining to clinic activities;
Files all patient information and correspondence;
Maintains a variety of records;
May resolve routine scheduling and billing problems, acts as a liaison with contract agencies.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of business arithmetic and English; good knowledge of office terminology and practices; working knowledge of common medical terminology*; ability to establish cooperative relations with others; ability to understand and carry out oral and written instructions; ability to prepare routine correspondence, reports and other material in accordance with general instructions; ability to use computer software pertaining to medical/health-related clerical functions*.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and one (1) year of clerical experience which included or was supplemented by six (6) months of clerical, clinical or medical laboratory experience in a department, agency or office concerned with the provision of medical, dental, psychiatric, psychological, or related health services.

NOTES:

1. Additional clerical experience or any academic, technical or vocational training may be substituted for schooling on a year-for-year basis.
2. An Associate's degree or higher shall be deemed fully qualifying.

*To be demonstrated during the probationary period.