

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 such as the Department of Hospitals' Outpatient Services Unit, Laboratory, or the Department of Health's Patient Services Division. The specific activities depend on the area of assignment (e.g. Pre-Natal Clinic, Women's Clinic, Home Health Care, Outpatient Services Clinic, Laboratory). The work is performed under the general direction of a supervisor or higher-level clerical staff member. Does related work as required.

TYPICAL WORK ACTIVITIES:

In the Department of Hospitals:

Registers outpatients, including obtaining insurance information and applicable consent forms and collecting fees;
Orders required medical records in advance of patient appointments;
Prepares new clinic charts and patient files;
Coordinates scheduling with other departments (e.g. x-ray, laboratory, EKG, etc.) in advance of appointments;
Enters patient information into computer and updates records, as necessary;
Codes laboratory test orders to assure proper reimbursements;
Provides instruction forms to patients with respect to pre-employment physicals;
Opens mail and types forms and correspondence pertaining to clinic or laboratory activities;
Establishes and maintains a variety of files and records and updates information as needed;
Communicates abnormal laboratory results to doctor's offices or hospital floor nurses;
Organizes information and prepares a variety of reports, as required;
May answer telephone or in-person inquiries, especially as they pertain to specific clerical processes;
May operate a variety of office machines in the performance of clerical work, such as photocopy, calculator, fax machine, etc.

In the Department of Health:

Organizes clinic supplies and patient records for daily routines;
Answers telephone and personal inquires, providing information and referring to appropriate clinic or medical personnel;
Schedules and notifies patients of appointments at Public Health Clinics;
Generates billing for transmission to Hospital Finance Department;
Arranges for and schedules Home Health Aides, including notifying patient and public health nurse of service information and of any changes during the period of care;
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;
Compiles and maintains data and prepares necessary reports;
Files all patient information and correspondence;
Opens, sorts and distributes mail;
Maintains a variety of records and makes reports of home health care given;
May resolve routine scheduling and billing problems, acting as a liaison with contract agencies.

(over)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of business arithmetic and English; good knowledge of office terminology and practice; 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. Successful completion of a recognized Medical Office Assisting Certificate Program, Medical Laboratory Technician Program, Medical Record Technology Program or a comparable program may be substituted for the required experience.

*To be demonstrated during the probationary period.