SENIOR MEDICAL CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical work of a moderately complex nature involving responsibility for performing a variety of duties in the Department of Hospitals' Outpatient Unit or the Department of Health's Patient Services Division. The work differs from that of a Medical Clerk in the level of responsibility, and complexity of assignments. The work is performed under the general supervision of a medical services administrator and work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:
In Department of Hospitals:
Coordinates medical clinic clerical activities including review of patients' charts, prescriptions, x-ray requisitions and laboratory slips per doctor's written orders;
Meets with new outpatient clinic patients to obtain basic medical, financial and general information prior to patient seeing doctor;
Schedules client's follow-up appointments and/or makes new appointments with other clinics;
Coordinates pre-employment physicals, including preparing laboratory, x-ray, EKG and Drug Screen/Chain of custody forms, scheduling hearing tests with audiologist prior to physical date, explaining forms to applicants, reviewing forms for completion and accuracy, etc.;
Obtains chain of custody urine drug screens, including those for Municipal Bus Drivers;
Coordinates Police/Correction Officer physicals, including obtaining previous records from Medical Records Unit, preparing laboratory and chain of custody forms for each candidate, and routing candidates to lab, respiratory, audiologist, nurse and physician;
Meets with patients sent by private physicians and/or clients for services (e.g. chest x-ray, laboratory tests, EKG, etc.) to obtain pertinent medical details;
Obtains medical history and financial data and completes necessary requisition and billing charge sheets;
Maintains on-going file on patients requiring follow up visits to clinics by orders of physicians (ticker file) and mails letters and gives new appointments;
Collects payments from patients for services rendered and deposits such payments;
Assists physicians as required at various clinics;
Performs related clerical work, as assigned.

In Department of Health:
Monitors the accuracy of work performed by Medical Clerks;
Oversees and participates in computer input for changes in patient status;
Reviews required paperwork generated by the Long Term Home Health Care Program for approximately 100 patients (i.e., monthly nursing summaries, bi-monthly doctor's orders, patient recertifications, monthly census, etc.);
Checks the accuracy of vouchers for Meals on Wheels, Nutrition, and Speech Therapy and for accuracy of Nutrition, Speech Therapy, Occupational Therapy, Physical Therapy, Social Work and Nursing documentation (must correspond with daily whereabouts sheets);
Answers routine correspondence to doctors and contracts agencies under direction of Long Term Coordinator;
Coordinates maintenance of patient records.

(over)
Common Duties:
Completes a variety of clerical work, filing, machine operation, etc.;
Answers, screens and transfers phone calls and take messages, as appropriate;
May coordinate the work of other clerical employees;
May inventory and order supplies.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Good knowledge of business arithmetic and English; good knowledge of office terminology
and practices; good knowledge of common medical terminology; ability to coordinate and
provide guidance for the clerical aspects of clinic operations; ability to establish and maintain
cooperative relations with others; ability to understand and carry out moderately complex
oral and written instructions; ability to prepare correspondence, reports and other material
from general instructions; ability to use computer software as it applies to medical services
clerical operations.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency
diploma and three (3) years of clerical experience which included or was supplemented by
one (1) year of clerical, clinical or medical laboratory experience which must have been in a
department, agency or office concerned with the provision of medical, dental, psychological
or related health services.

NOTE:
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 two (2) years of the required general or
   specialized experience.

PROMOTION: One (1) year of permanent status as a Medical Clerk.

Competitive