

**FULTON COUNTY MEDICAL CENTER
POSITION DESCRIPTION**

POSITION TITLE: MEDICAL OFFICE SECRETARY
REPORTS TO: SPECIALTY SERVICES OFFICE MANAGER
REVISION DATE: January 2011

I. POSITION SUMMARY:

The Medical Office Secretary performs a variety of office procedures. This position requires a highly organized individual who can safely manage more than one task at a time and move swiftly throughout the varied responsibilities. The Medical Office Secretary must be able to work and interact as part of a team and utilize skills in both the front and back office.

II. EDUCATION/LICENSURE/CERTIFICATION/REGISTRATION

Required: High School Diploma. At least 2 years experience in a medical office or Medical Assistant Certification and one year medical office experience with knowledge of the operations of a front office. Associates Degree in related field preferred. A new graduate with exceptional references will be considered. Excellent communication and organization skills required. Must have positive rapport with patients and knowledge of OSHA, CLIA, AND HIPAA regulations.

III. CUSTOMER FOCUSED EXPECTATIONS:

While performing the essential functions of this position, the staff member must strive to keep the mission, vision, and values of the Fulton County Medical Center, and be committed to the improvement and best interests of the facility and the services of the physician office/clinic provides.

IV. TYPICAL PHYSICAL DEMANDS:

Vision at least 20/40 with correction. Hearing sufficient to converse over the telephone without misunderstanding and to understand conversation spoken in a normal voice 15 feet away. Must have the ability to speak intelligibly and clearly. Fine motor skills sufficient to perform physical examinations and minor surgical procedures, write notes and correspondence, and fill out necessary paper work. Ability to walk or otherwise move down hallways and through doorways without assistance; must be capable of rapid locomotion in case of emergency (100 feet in 25 seconds or less). Much standing and walking is required.

V. TYPICAL MENTAL DEMANDS:

The ability to deal with pressure to meet deadlines, to be accurate, to handle constantly changing situations and to create a positive work environment. The ability to deal with a variety of people, stressful situations, and handle conflict. Ability to communicate verbally and in writing in a professional manner. Ability to gain new skills and knowledge necessary for the performance of essential job functions. Ability to give, receive and analyze information.

VI. WORKING CONDITIONS:

The normal workweek of the practice consists of forty- (40)-hours per week. Work on occasional evenings and Saturday morning's necessary. Specific hours are addressed on an individual basis depending on the needs of the employee and the office. Possible exposure to electrical current, infectious diseases, and blood-borne pathogens.

VII. EQUIPMENT TO BE USED:

Computer, Internet for information, Telephone, Fax Machine, Copier, Shredder, Scanner

- Mid Probation** 45 days after hire
- End Probation** 90 days after hire
- Annual**



Employee Name: <input style="width: 95%;" type="text"/>	Department: <input style="width: 95%;" type="text"/>	Current Title: <input style="width: 95%;" type="text"/>	Supervisor Name/Title: <input style="width: 95%;" type="text"/>
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Methods of Measurement Include the Following:		<i>AGES SERVED</i>	
<input type="checkbox"/> Direct Observation	<input type="checkbox"/> Documentation	<input type="checkbox"/> Neonates (< 30 days)	<input type="checkbox"/> Adults (> = 18 years and < 65 years)
<input type="checkbox"/> Feedback from staff or patients	<input type="checkbox"/> PI Reports	<input type="checkbox"/> Infants (> 30 days and < 1 year)	<input type="checkbox"/> Geriatrics (> = 65 years)
Period Covered by this Evaluation: <input style="width: 95%;" type="text"/>		<input type="checkbox"/> Pediatrics (> = 1 year and < 13 years)	<input type="checkbox"/> Not Applicable
		<input type="checkbox"/> Adolescents (> = 13 years and < 18 years)	

	Rating			
	D	M	E	
FACILITY WIDE COMPETENCY				<div style="border: 1px solid #ccc; height: 400px; width: 100%; position: relative;"> <div style="position: absolute; top: -15px; right: -15px; border: 1px solid #ccc; width: 15px; height: 15px;"></div> <div style="position: absolute; bottom: -15px; right: -15px; border: 1px solid #ccc; width: 15px; height: 15px;"></div> </div>
INSTITUTIONAL AND/OR PROFESSIONAL STANDARDS				
<ul style="list-style-type: none"> Comply with regulatory agencies, and institutional and operating systems. Adhere to all Hospital Policies and Procedures as they apply to the area. Knowledge and adherence to Infection Control and Environment of Care Guidelines and Procedures as they are described in the annual education module. Protect patient/customer confidentiality. Comply with HIPAA regulations as they apply to the job. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PERFORMANCE IMPROVEMENT				
<ul style="list-style-type: none"> Adhere to current organizational Performance Improvement priorities Participate in quality studies through data collection Make recommendations and take actions to improve structure, system or outcomes 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CUSTOMER SERVICE				
<ul style="list-style-type: none"> Demonstrate the values of the organization: respect, honesty, integrity, compassion, fairness, innovation and stewardship of our resources. Demonstrate commitment to serving the customer. Demonstrate excellence in communication with the customer. Create a welcoming environment for the patients, family and other interdisciplinary team members 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

ESSENTIAL FUNCTIONS	D	M	E	Comments
• Maintain smooth patient flow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Exam room cleaning and restocking of supplies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Handle in prescriptions/refills under the direction of the MD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Nursing Station organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Maintains office (appointment cards, forms, etc.) and medical supplies assuring adequate stock based on par levels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Pull patient charts for labs, x-ray reports, consultation letters and other clinical information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Interview patients to assess chronic/acute health problems or changes in status.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Assists in preparation and maintenance of patient records.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Record and report laboratory and test results received from outside laboratories and hospitals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Maintain drug sample cupboards and meet with pharmaceutical representatives as needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Receives physician direction for patient call backs including call backs of abnormal results of tests.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Receives and completes physician orders. Notifies appropriate referral systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Coordinates, assists with and provides for patient education as directed by physician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Faxes through computer or through fax machine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Coordinates updated office schedule with physician office to ensure proper charges are received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

• Inserts referrals and reports in patient chart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Updates charts or start new charts when patient arrives for appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Prepares and sends proper forms to patient prior to first appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Collects co pays and deductibles according to physician practice policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Verifies cash log and money.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Registers and pre-registers, as necessary, patients for procedures, labs, radiology studies, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Performs pre-authorizations for studies when required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Schedules and prepares charts for surgery patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Prepares pre-printed pre-operative and post-operative orders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Schedules follow-up appointments using computer system and physician office scheduling system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Reschedules appointments and surgeries as required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Answers telephone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Assists physician offices or patients as necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Communicates with physicians concerning signature requirements and password change requirements for medical records.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Scans documents for medical record or physician office.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Non Essential Functions:	D	M	E	Comments
1. Participates in professional development activities: a. In-service classes or on-line courses. b. Shares knowledge with others. c. Reads in-house communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Work Habits: a. Complies with attendance policies. Hours are flexible depending on physician schedule. b. Dresses according to the departmental dress code c. Organizes times, sets priorities d. Spends free time in a constructive manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Initiative and judgment: a. Makes necessary work related judgments based upon factual information b. Completes assignments with minimal directions and in a timely manner c. Adapts to a changing work load	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

D= Does Not Meet Expectations	M= Meets Expectations	E= Exceeds Expectations
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Comments:

Future Plans and Actions:

Employee Comments:

To update our files, please answer the following questions:
 Have you received a higher education degree in past 12 months: Yes___ No___
 Please forward to Human Resources
 Have you received a certification in the past 12 months: Yes___No___
 Please forward to Human Resources

I have reviewed this Performance Evaluation

Employee Signature

Evaluator Signature

Department Head or Designee Signature

Date

Date

Date