

## POSITION DESCRIPTION

Health Services Assistant

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**Position** ..... Health Services Assistant  
**Department/Site** ..... Student Services, Health Center  
**FLSA** ..... Non-Exempt  
**Evaluated by** ..... Dean of Students  
**Salary Range** ..... 28

### **Summary**

Serves as the first contact for students, faculty, staff, and community members for the Student Health Center. Performs general office secretarial and reception duties with an emphasis on such duties generally associated with a medical office.

### **Essential Duties and Responsibilities**

- Performs secretarial duties involving application of knowledge of general medical office procedures and practices.
- Prepares and completes forms, fliers, memoranda and correspondences.
- Performs receptionist duties. Receives and screens visitors and telephone calls, referring to others as appropriate.
- Sets up and maintains files. Assembles, collates and prepares material for distribution.
- Responds to inquiries and conveys information about Student Health Services.
- Receives visitors and telephone inquiries from staff and students. Assesses the nature of the visitor's need or the call and provides basic triage, and refers to the appropriate Student Health Services clinician or therapist.
- Schedules clinic appointments according to established procedures. Prepares schedules and informs practitioners of dates and times. Organizes medical files to correspond with appointment schedules.
- Receives, handles, and files confidential information pertaining to patients and the Student Health Center consistent with confidentiality procedures and HIPPA.
- Retrieves, reviews, and prepares patient medical files and charts. Verifies that the file contains the necessary forms, identification, and consent agreements. Assures that the chart is updated accurately and on a timely basis.
- Researches, validates, and records diagnosis and treatment codes in compliance with established procedures.
- Prepares patient activity statistics such as the frequency and nature of visits and consultations.
- Audits the entries to patient files and other records to ensure accuracy.
- Maintains contacts with outside agencies for medical and mental health referrals.
- Assists with the purchasing process for Student Health Services supplies and materials including medical supplies and equipment.
- May assist with monitoring the Student Health Services department budget.
- Under supervision of a Nurse, may prepare patient care areas and arrange equipment.
- Compiles health and demographic information from students, noting health history including social and emotional aspects.
- May coordinate and participate in implementing immunization programs.
- Ensures that health records are maintained up-to-date and that billing for services to third party agencies for reimbursement are done on a timely basis.
- Performs other duties as assigned that support the overall objective of the position.

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#### **Qualifications**

##### **- Knowledge and Skills**

- Requires a full working knowledge of the practices and techniques of medical office procedures.
- Requires basic knowledge medical terminology and patient care diagnostic codes.
- Requires a working knowledge of medical administrative processes, medical terminology, file maintenance and control.
- Requires a basic knowledge of the laws, rules, and regulations governing healthcare records as well as applicable federal and state laws for working with students.
- Requires well-developed human relation skills to work effectively and cooperatively with professional staff and students; communicate technical, confidential, and sensitive concepts to others.
- Requires skill in using office productivity software such as word processing, data entry screens for health care information storage and retrieval, and spreadsheets.
- Requires sufficient math skills to record measurements and statistics.
- Requires sufficient writing skills to prepare diagnostic reports.
- Requires sufficient knowledge of English language, grammar, spelling and punctuation to prepare correspondence and memoranda.

##### **- Abilities**

- Requires the ability to carry out the duties of the position with limited direction.
- Requires the ability to prepare narrative and statistical reports.
- Requires a demonstrated ability to setup, maintain, and control the location of files; to enter data onto standardized formats using computerized data base programs; to perform basic arithmetic operations; and use a keyboard for advanced transcription.
- Requires the ability to communicate professionally with clinicians, nurses, staff, students and the public.
- Requires the ability to multi-task and problem solve.
- Requires the ability to work with and show sensitivity to a diverse student population from a wide range of ethnic, social, and economic backgrounds.

#### **Physical Abilities**

- Requires ambulatory ability to walk and stand for intermittent periods of time.
- Must be able to function indoors engaged in work of primarily a sedentary nature.
- Requires the hand-eye coordination and manipulative skills to perform transcription and data entry using a computer keyboard.
- Requires visual acuity to read words and numbers and observe student patient behavior.
- Requires auditory ability to carry on conversations in person and over the phone.

#### **Education and Experience**

- A high school diploma, or the equivalent, and three years of office experience in a hospital or medical clinic.

#### **Licenses and Certificates**

- May require a valid driver's license

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### **Working Conditions**

- Work is performed in an indoor environment where some health and safety considerations exist from exposure to infection.