

MEDICAL OFFICE TECHNICIAN

BASIC FUNCTION

Performs a variety of administrative duties in support of health services; serves as the primary point of contact between patients and medical personnel; manages the confidential data regarding the health of all patients; and identifies incoming patients with acute needs and notifies medical staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for independently performing administrative duties in support of health services, including medical offices and clinics. Employees at this level exercise judgment and initiative in supporting patients and medical staff. Incumbents receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Assists in the day-to-day operations of the department, including greeting patients and visitors in a prompt, courteous, and helpful manner; identifies incoming patients with emergency medical/acute needs and immediately notifies medical staff; determines the status of patients and their eligibility for health services; checks in patients according to medical office protocols; reviews and collects patient information and assists patients in accurately completing appropriate medical forms and documents; verifies and updates information in Electronic Medical Record (EMR) system and on patient forms; explains clinic or medical policy to patients.
2. Screens visitors to clinic, assuring proper security and confidentiality; ensures all visitors are escorted to service areas beyond reception rooms; contacts campus police for various emergencies; works closely with medical staff to maximize patient flow.
3. Answers telephones and screens and routes calls to the appropriate destination; directs patients and medical representatives to the appropriate location and services; serves as point of contact for hospitals, labs, pharmacies, and x-ray imaging clinics and provides information to internal and external stakeholders.
4. Schedules, changes, and cancels patient appointments; coordinates patient appointments to achieve maximum level of service in a minimum number of visits; monitors provider schedules in EMR system and problem solves rescheduling needs; prepares appropriate medical forms and reports for use by clinicians during health care visits; assists in providing patient referrals and collects and distributes medical forms.
5. Interprets provider laboratory orders and transfers orders; selects appropriate patient education materials in accordance with provider orders; contacts laboratory and/or diagnostic imaging services for patient test results; reviews patient medical record(s) for completed tests on day of patient visit and collects for medical staff; calculates diagnostic laboratory charges based on provider orders; scans various medical records to patient charts in EMR system; files charts, forms, and adheres to all HIPAA guidelines and regulations regarding confidentiality.
6. Prepares clinic for nursing staff and office and main receptionist area for patients at opening/closing; maintains organized, clean, efficient, and confidential work area; matches daily transactions with

- payments received and closes out the day's total receipts.
7. Enters data into the electronic medical record software system; researches data and generates reports; maintains a variety of complex files; sets up, manages, and updates EMR system.
 8. Performs responsible clerical, administrative support duties, including scheduling meetings, preparing documents and correspondence, auditing documents for accuracy and completeness, and assisting in maintaining department budget and other financial records.
 9. Assists management with projects; assists in coordinating communication and activities.
 10. Participates in District-provided in-service training programs.
 11. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Operations and services provided through a medical office and clinics.
2. Modern office clerical support practices and procedures.
3. Operational characteristics of a diverse range of office equipment.
4. Methods and techniques of compiling and organizing files and documents, including patient charts, and processes used in electronic medical records systems.
5. HIPAA guidelines and regulations.
6. Medical terminology, coding, and billing.
7. Basic arithmetic computations.
8. Record keeping principles and practices.

Ability to:

1. Perform clerical and administrative tasks in a medical office and clinic.
2. Review and process a variety of forms and applications.
3. Remain calm in emergency situations.
4. Ensure client confidentiality, privacy, and dignity.
5. Review and apply medical terminology for records; enter data into various computer programs and electronic medical records system.
6. Perform basic math computations.
7. Utilize electronic medical records to verify, update, and scan patient information.
8. Prepare and process a variety of patient files and records.
9. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
10. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
11. Exercise independent judgment within general policy and procedural guidelines.
12. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
13. Communicate effectively in the course of performing work tasks.
14. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
15. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
16. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

Completion of the twelfth (12th) grade and two (2) years of experience in a medical office, hospital, or clinical setting; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.