

SENIOR MEDICAL UNIT CLERK

DISTINGUISHING FEATURES OF THE CLASS: Employees in this class provide coordination, direction, specialized clerical support, and administrative support on a busy short-term or long-term care unit of a Skilled Nursing Facility. The work of this class is distinguished from Medical Unit Clerk by the higher-level of responsibility, complexity of tasks, oversight of tasks, and performs as lead worker. The work is performed under the general supervision of the Health Information Administrator with leeway allowed the exercise of independent judgment in selecting the best of prescribed alternatives regarding clerical operations in a Nursing Home setting. Leads and directs the work of subordinate clerical staff.

TYPICAL WORK ACTIVITIES:

Monitors and coordinates clerical activities including the preparation and completion of medical records charts, scheduling of patients' appointments, and the billing of patient visits;

Participates in the planning, development and implementation of clerical and receptionist activities;

Implements and interprets policies, methods and procedures.

Performs clerical tasks such as scheduling appointments, referring patients to appropriate clinics, requesting and checking medical record charts, processing clinic forms, screening patient accounts.

Serves as liaison between the clinic's clerical staff and medical, nursing and support staff, administrative staff, and patients in regard to the clinic's clerical operations;

Provides training and continues education to lower-level clerical staff;

Prioritizes work assignments and manages multiples emergent demands;

Conducts concurrent audits/quality monitoring at regular scheduled intervals;

Follow up and monitor discharge record deficiencies including maintaining a discharge record control log;

Assume several responsibilities of Health Information Technician as needed;

Oversees the patients appointments, admission, and discharge process for the unit;

Maintains knowledge of general unit specific forms and unit supplies and ensures that an adequate inventory is maintained;

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Processes appropriate forms for the purpose of billing and collection from third-party reimbursement agencies;
Coordinates the billing of patients for services rendered;
Transfers patient's medical information from the nurses' records to patient medical records;
Enters and retrieves data and compiles reports using an automated system and other equipment;
Refers inquiries to medical staff as needed;
Ensures the smooth operation of the unit by adhering to policies and procedures and reporting on changes that have to be made;
Ensures a safe and hygienic environment by adhering to infection-control regulations;
Provides information and assistance to patients, their families and the public;
Oversees the maintenance accurate records and files;
Attends meetings as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern clerical practices and procedures;
Thorough knowledge of basic patient chart procedures and medical record systems;
Good knowledge of health care organization, procedures, and services;
Good knowledge of medical terminology;
Good knowledge of the general functions of the Nursing Home;
Ability to oversee and prioritize the work of others;
Ability to recognize and spell medical terms;
Ability to prioritize conflicting tasks while working under stressful circumstances with multiple distractions;
Ability to prepare a variety of records and reports;
Ability to communicate effectively both orally and in writing;
Ability to establish and maintain effective working relationships with all levels of medical, professional, administrative and support personnel contacted in the course of work;
Confidentiality; Compassion; Dependability; Professionalism.

MINIMUM QUALIFICATIONS:

A) An Associate's Degree in health information technology, health studies or closely related field and two years of clerical experience in a medical setting or long-term care facility; OR

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B) Graduation from high school or possession of an equivalency diplomas and four years of clerical experience in a medical setting or long-term care facility;

C) An equivalent combination of training and experience as defined by the limits of A), and B) above.

NOTE: Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.