

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: MEDICAL CLERK
FLSA STATUS: NON-EXEMPT
SAFETY SENSITIVE: SUBJECT TO RANDOM DRUG AND
BREATH ALCHOL TESTING

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform clerical work associated with assisting patients in a public health clinic, jail clinic, or other assigned area, and providing general support within a medical environment. Duties and responsibilities include assisting clinic patients, scheduling patient appointments, obtaining patient information and documentation, determining eligibility for clinic services or TennCare services, preparing patient charts, performing data entry, maintaining patient files/records, processing documentation, answering the telephone, and performing other duties as assigned. Reports to Medical Supervisor.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Greets clinic visitors

Ascertain nature of business

Provides information or assistance as appropriate

Directs visitors to appropriate person

Works with non-English speaking patients in a public health department or jail clinic environment by using a translator, learning basic non-English language skills, and/or using translating computer software

Schedules patient appointments

Contacts patients by telephone regarding appointment changes, reminders, or other information

Conducts personal interviews to register incoming patients

Obtains necessary information and documentation from patients

Reviews required forms for accuracy and completeness

Verifies patient information, such as identity, social security number, income, address, citizenship, and insurance information

Prepares patient charts

Enters patient information into computer database

Updates records to reflect changes in information

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Prepares and maintains computer records and hard-copy records

Utilizes appropriate medical terminology, ICD-10 diagnosis codes, and CPT procedure codes to ensure accuracy of communications with patients/staff, completion of patient charts, and billing for services provided

Maintains file system of patient charts, departmental records, and medical record archives

Sorts/organizes documents/charts to be filed

Files documents/records in designated order

Retrieves/replaces files

Receives/processes requests for copies of patient medical records

Initiates requests for copies of medical records from other health care providers

Prepares or completes various forms, reports, correspondence, patient charts, TennCare temporary authorization forms, Tennessee Child Health Record forms, bills, inmate transfer documentation, or other documents

Receives various forms, reports, correspondence, insurance cards, proof of patient identification or income, immunization records, ICD-10 codes, CPT codes, medical books, TennCare guides, manuals, reference materials, or other documentation

Reviews, completes, processes, forwards or retains as appropriate

Operates a computer to enter, retrieve, review or modify data

Verifies accuracy of entered data and makes corrections

Utilizes word processing, database, patient tracking, billing/accounts receivable, or other computer programs

Performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner

Maintains inventory of departmental supplies, medical supplies, and other materials

Ensures availability of adequate supplies/materials to conduct work activities and meet patients' needs

Initiates requests for new or replacement materials

Performs general/clerical tasks, which may include typing documents, making copies, sending/receiving faxes, filing documentation, receiving/processing incoming mail, or preparing outgoing mail

Assists in training new employees in office procedures

Answers incoming telephone calls

Provides information, guidance and assistance

Records/relays messages or directs calls to appropriate personnel

Returns calls as necessary

Responds to requests for service or assistance

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Communicates with supervisor, employees, other departments, patients, inmates, the public, insurance companies, medical staff members, medical professionals, medical facilities, jail personnel, law enforcement personnel, state/local agencies, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems

Promotes departmental goals and initiatives by actively participating in two community Primary Prevention Projects

Works as a team member to help the department develop, implement and reach county performance goals

Follows safety procedures, utilizes safety equipment, and monitors work environment to ensure safety of employees, patients, and other individuals

Ensures adherence to established infection control procedures and security procedures

Monitors security of medications, medical instruments, and other supplies

Maintains a working knowledge of procedures, rules, and regulations, as well as other applicable laws/regulations

Attends workshops and training sessions as appropriate

Explains TennCare system to patients, including eligibility, services available, Managed Care Organization availability, Primary Care Provider availability, and the utilization and referral process

Determines patient eligibility for clinic services and type of services needed

Verifies patient eligibility for TennCare or private health care insurance coverage through use of computer programs

Establishes appropriate source for payment of requested medical services

Determines TennCare Presumptive financial eligibility of pregnant women

Completes appropriate paperwork and issues temporary authorization forms

Issues W.I.C. Program vouchers to eligible individuals for participation in supplemental food program for pregnant women, infants and children with nutritional risk

Controls/maintains voucher inventory

Balances voucher log books

Determines patient's eligibility for baby formulas

Issues correct formula to eligible patients

Maintains inventory of baby formulas

Performs TennCare outreach activities, such as making telephone calls, mailing letters/postcards, making, or performing other tasks as assigned

Assesses immunization status of children and adults

Determines which immunizations are needed

Secures immunization records from other providers

Issues Tennessee Child Health Record needed for entry into all Tennessee school systems

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Collects fees from patients

Records/posts payments and issues receipts

Prepares bank deposits and transports daily receipts to bank

Balances cash drawer

Provides administrative support for off-site functions, such as health fairs or limited-service clinics

Issues birth certificates on site to persons born in Tennessee after 1949; issues death certificates for persons whose death occurred in Rutherford County

Conducts voluntary paternity acknowledgements for children, ensuring both parent's names appear on the child's birth certificate

Completes work at assigned workstation that is determined by the supervisor

Must work hours as scheduled

ADDITIONAL FUNCTIONS

Provides backup coverage or assistance to other employees or departments as needed

Performs other related duties as required

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by 6 months previous experience and/or training involving general clerical/office work, customer service, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. May require possession and maintenance of a valid Tennessee driver's license

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to start, stop, operate and monitor the functioning of equipment, machinery, tools, and/or materials used in performing essential functions

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds)

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as odors, toxic agents, disease, pathogenic substances, or violence

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Tasks: Retrieving/Transporting medical charts

Surface: Carpet, tile, concrete

Estimated Total Hours: 1.5 **Maximum Continuous Time:** 2 minutes

2. SITTING

Tasks: Working up Medical charts/interviewing patients

Estimated Total Hours: 6 **Maximum Continuous Time:** 30 minutes

3. LIFTING/CARRYING

Objects: Medical charts

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs.	X				
11-25 lbs.				X	
26-50 lbs.					X
51-75 lbs.					X
76-100 lbs.					X
>100 lbs.					X

4. PUSHING/PULLING

Objects: Medical Charts

5. BENDING/SQUATTING/KNEELING

Tasks: Removing medical charts from shelves

6. REACHING

Tasks: Retrieving medical charts from shelves

Hands Used: RIGHT LEFT BOTH X

7. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise	X	
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X

Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	
Inside Building	<u>100</u> % of time	
Outside	<u>0</u> % of time	

8. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

9. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		
Grasp	X		
Fine Motor i.e.: writing, twisting hands or wrist, etc.	X		

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Full Legal Name (printed)

Employee's Signature

Date