

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

MEDICAL CLERK SUPERVISOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform supervisory work associated with overseeing 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. Assignment to Health Department reports to Office Manager. Assignment to Sheriff's Department reports to Licensed Practical Nurse II.

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.

Supervises, directs, and evaluates assigned staff in clerical or administrative support activities, processing employee concerns and problems, directing work, counseling, and disciplining; may assist with interviewing and selection of new employees.

Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; consults with assigned staff, assists with complex/problem situations, and provides technical expertise

Ensures that each pay period, that appropriate forms documenting leave and rescheduled work weeks, etc. are complete and accurate. Ensure that all time sheets are signed by supervisor and employee. Maintains balances for all employees' Annual leave, Sick leave, etc. accurately.

Greets clinic visitors; ascertains 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.

Prepares and maintains computer records and hard-copy records.

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Utilizes appropriate medical terminology, ICD-9 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-9 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.

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.

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.

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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.

Responsible for ensuring that all current Federal guidelines concerning the WIC program are followed and all participants are informed of their rights and responsibility within these guidelines. Run daily Void & Receipt reports to account for all vouchers distributed at Health Dept.

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 group presentations, 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.

Prepares patient billing statements; verifies account balance information; mails bills to patients.

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.

ADDITIONAL FUNCTIONS

Performs basic housekeeping functions in clinic waiting area, such as picking up toys or straightening magazines.

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. Include 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. Involve 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, fumes, toxic agents, disease, pathogenic substances, or violence.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Estimated Total Hours: 3 **Maximum Continuous Time:** 20 minutes

2. SITTING

Estimated Total Hours: 4.5 **Maximum Continuous Time:** 2

3. LIFTING/CARRYING

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: Charts and supplies

Height of hands above floor during push: 7 feet

5. CLIMBING

Tasks: Charts and supplies
Device: Step stool and Ladder
Height: up to 9 feet
Frequency: Daily

6. BENDING/SQUATTING/KNEELING

Tasks: Filing
Frequency: Daily

7. REACHING

Tasks: Filing
Hands Used: RIGHT LEFT BOTH X

8. 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	100 % of time
Outside	0 % of time

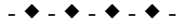
9. OTHER JOB DEMANDS

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	

10. HAND USE

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

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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 Signature

Date

Supervisor's Signature

Date