

Surgical Associates of Western NY, PC Job Description

Job Title: Medical Office Specialist

Reports To: Practice Administrator

FLSA Status: Non-Exempt

Summary: The medical office specialist is an integral part of the patient experience. The proficiency in customer service is vital to office efficiency and patient satisfaction. A medical office specialist should be able to create a professional and patient-centered environment, utilizing their skills, knowledge and resources.

Duties and Responsibilities:

- Process check-in and check out procedures, as well as assisting visitors and vendors.
- Answer phone calls, manage inquiries and relay messages about scheduling, referrals, and prescription refills.
- Create and maintain electronic health records.
- Schedule and confirm appointments, tests, treatments, and other procedures.
- Prepare patient files for consultation and evaluation.
- Obtain and update patients' personal and health information, while maintaining confidentiality of sensitive information.
- Verify medical insurance information, as well as mediating between patients, billing, and medical insurers.
- Collect co-payments from patients and enter information into an electronic billing system.
- Process and complete daily faxes and correspondence in a timely manner.
- Perform housekeeping of office facilities.
- Travel to alternate satellite locations as needed.
- Other duties as assigned.

Language Ability:

Ability to read, analyze, and interpret general medical office information. Ability to effectively communicate with co-workers, managers and physicians through various written tools. Ability to present information verbally and respond to questions from managers, physicians and patients.

Math Ability:

Ability to calculate figures and amounts for co-pays, deposits, and cash/credit card reconciliations.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of word processing software, internet software, database software, electronic medical records system.

Education/Experience:

High school diploma or general education degree (GED); or one to two years related experience and/or training; or equivalent combination of education and experience.

Certificates and Licenses:

- Valid driver's license

Knowledge, Skills, and Other Abilities:

- Teamwork
- Customer service
- Time management
- Oral and written communication skills
- Professionalism
- Organizational skills
- Multi-tasking
- Problem solving skills
- Ability to utilize available resources
- Ability to maintain confidential information
- Ability to seek and accept feedback

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands, reach with hands and arms, and talk or hear. The employee is occasionally required to stoop, kneel or crouch. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and ability to see color.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will encounter a high stress environment and may frequently be exposed to moving mechanical parts, fumes or airborne particles, and outdoor weather conditions. The employee is occasionally exposed to blood borne pathogens and toxic or caustic chemicals.

The noise level in the work environment is usually moderate.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.