

## **SENIOR MEDICAL CLERK**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized clerical work of a moderately complex nature which involves responsibility for performing a variety of duties and support in a health/medical-related setting. The work is distinguished from that of a Medical Clerk in the level of responsibility and the complexity of assignments. The work is performed under the general supervision of a higher-level clerical employee or an administrator and work guidance (e.g. lead work) may be provided to others. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Coordinates clerical activities including the review and maintenance of patients' charts;  
Initiates calls to patients to obtain basic medical history and to gather information including insurance and financial data prior to the patient seeing the doctor;  
Schedules client's follow-up appointments;  
Contacts patients sent by private physicians and/or clinics for services (e.g. chest x-ray, laboratory tests, etc.) to obtain pertinent medical information;  
Maintains and on-going list of patients requiring follow-up visits to clinics by orders of physicians (tickler file), mails letters and schedules new appointments accordingly;  
Collects payments from patients for services rendered and deposits such payments;  
Assists physicians at various clinics, as required;  
Monitors the accuracy of work performed by Medical Clerk's;  
Participates in computer input for changes in patient status;  
Gathers data regarding billing and coding discrepancies, and resolves billing problems;  
Responds to routine correspondence from doctors and agencies under the direction of the clinic supervisor;  
Performs a variety of clerical duties including typing/data entry, filing, scanning, etc.;  
Performs duties utilizing current software and programs (i.e. eClinicalWorks, PeopleSoft, etc.);  
Answers, screens, and transfers phone calls and takes messages;  
Monitors inventory and orders and receives supplies.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of business arithmetic and English; good knowledge of office terminology and practices; good knowledge of common medical terminology; ability to coordinate and provide guidance for the clerical aspects of clinic operations; ability to establish and maintain cooperative relations with others; ability to understand and carry out moderately complex oral and written instructions; ability to prepare correspondence, reports and other material from general instructions; ability to use computer software as it applies to medical services clerical operations.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and three (3) years of clerical experience which included or was supplemented by one (1) year of clerical, clinical or medical laboratory experience which must have been in a department, agency or office concerned with the provision of medical, dental, psychological or related health services.

### **NOTES:**

1. Additional clerical experience or any academic, technical or vocational training may be substituted for schooling on a year-for-year basis.
2. Successful completion of a recognized Medical Office Assisting Certificate Program, Medical Laboratory Technician Program, Medical Record Technology Program, or a comparable program may be substituted for two (2) years of the required general or specialized experience.

(over)

**PROMOTION:** One (1) year of permanent status as a Medical Clerk.

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Competitive