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**Community Health Net Job Description**

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**Title: Office Assistant**

**Original: March 2000**

**Department: Medical/Dental**

**Revised: July 2007**

**Reports To: Front Office Supervisor**

**FLSA Status: Non-exempt**

**Dental Manager**

**Approval Signatures**

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**Chief Executive Officer**

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**Human Resources Chairman**

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**Board Chairman**

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**Summary**

Under the direction of the Front Office Supervisor/Dental Manager, the Office Assistant is responsible for all billing records, patient registration/discharge, medical records, referrals, and clerical activities that support the functions of the medical practice. Other related duties as assigned.

**Essential Duties and Responsibilities**

**Registration/Discharge**

- Greets patients in a customer friendly manner and maintains positive, friendly, interpersonal relationships throughout entire visit.
- Deals with difficult patients in a professional and compassionate manner, in order to, quickly resolve patient concerns. Directs appropriate concerns to Supervisor.
- Accurately and efficiently performs registration/discharge process by confirming spelling, accurate demographic information, and insurance information. Maintains and updates patient information on the computer system.
- Demonstrates a strong ability to handle patient scheduling for late patients, no-show, cancellations, reschedules, bumps and walk-ins.
- Copies all insurance information and runs EVS.
- Properly manages provider schedule per protocol.
- Is cross-trained to perform additional office duties as applicable.
- Works to ensure smooth office flow by supporting entire medical practice to include but not be limited to, cross training in medical records, referrals and any other office function needed to assist office/patient flow.
- Prepares encounter forms for pick up, ensures information on encounter forms are accurate, completed and resolved.
- Prepares cash deposit and maintains log, as per policy and procedure.
- Adheres to Finance Department Policies and Procedures, including but not limited to, accurate compilation of data into computer system, collection of payment for services rendered, and insurance validation.
- Ensures that messages taken are accurate and complete in accordance with message

Office Assistant  
taking procedure.

- Assists Medical Records Clerk in ensuring that patient charts are prepared for office staff and providers prior to the patient appointment.
- Assist Medical Records Clerk in obtaining chart numbers and information to make charts/patient information available for provider review.
- Locates charts for messages in a timely manner.
- Receives and distributes mail as per protocol.

### **Work Environment**

- Maintains supplies as per office standard.
- Maintains a safe, clean and organized work station.
- Understands that desk sharing is required at Community Health Net and responds accordingly by treating co-workers workspace with care and respect.

### **Interpersonal**

- At all times, maintain and promote a cooperative team relationship between co-workers.
- At all times, exhibit positive client relationships and interpersonal skills, consistent to Community Health Net's Mission and Vision.
- Works directly with Supervisor to resolve patient concerns and work related issues.

### **Education/Development**

- Maintains and advances educational and skill level to perform functions of position. Complies with annual JCAHO and organizational competencies. Attends continuing education and staff meetings to improve job performance.
- Participate in educational programs, reads current literature, attends in-service meetings, and workshops as required by supervisor.

### **Policies/Procedures**

- Maintains confidentiality in all aspects of the position.
- Meet or exceed Community Health Net's Attendance and Punctuality Policy.
- Complies with all Community Health Net Policies and Procedures.
- Reports all safety concerns/issues to supervisor immediately.

### **Physical Demands**

Reasonable accommodations may be made to perform the essential physical functions.

- The employee is regularly required to move around health care facility, walking and climbing stairs to facilitate appointments and to obtain medical records.
- Ability to move or lift up to 25 pounds

### **Supervisory Requirements**

None.

### **Requirements/Qualifications**

Certified Medical Secretary Certification preferred or equivalent medical office experience/training required. Proven exceptional interpersonal and communication skills, an ability to handle a large volume and wide variety of request at the same time (multi-task) is necessary. Proven organizational and time management skills required. Confidentiality in handling patient and organizational information mandatory. PC knowledge, keyboarding skills

Office Assistant  
required. Some understanding of medical terminology preferred. Bi-lingual skills preferred

**Education/Experience**

Medical Secretary certification from college or technical school or equivalent related experience and/or training.

**Certificates/ Licenses/Registrations**

CPR Certification.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_