

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Medical Administrative Assistant

BASIC FUNCTION: Under the direction of the Director of Health Services, provides complex administrative support. Plans, organizes, coordinates and participates in operations specific to the day to day operations of the Health Services Department.

PROVIDES WORK OR LEAD DIRECTION TO: Short-Term employee(s) and/or Work Study student(s).

REPRESENTATIVE DUTIES

1. Oversees the electronic medical record software system, enters data, processes medical bills, generates reports, performs uploads/downloads of student data, training of department personnel on use of the system, and troubleshoots user problems and questions.
2. Maintains a variety of complex files; maintains budget and other financial records; records expenditures, completes paperwork to transfers funds and maintains records for the College-level office.
3. Schedules and attends meetings; prepares agendas, minutes and related documents; distributes materials to appropriate personnel.
4. Assists in coordinating communication and activities with other college departments, personnel, students, educational institutions, vendors, outside organizations and the public.
5. Performs complex and responsible secretarial duties requiring extensive knowledge of the functions and service programs of the college to which assigned.
6. Assists the director with details on college-wide projects.
7. Provides information and answers complex questions from students, college staff and the general public regarding College programs, policies, procedures and regulations.
8. Assists in interviewing and training part-time clerical staff and student workers and assists in the preparation of work schedules to maintain adequate office coverage.
9. Assists in developing, and maintains and updates the Health Services office procedure manual.
10. Inspects documents, forms and records for accuracy and completeness; processes a variety of forms and documents according to established procedures; ensures conformance to established guidelines and standards.
11. Monitors medical provider licensing and DEA status and informs the Director if expiration is imminent on any medical provider's license.
12. Determines the status of patients and their eligibility for health services.
13. Assists patients in accurately completing appropriate medical forms and documents for the required information.
14. Checks in patients according to medical office protocols. Verifies and updates necessary information in the Electronic Medical Record (EMR) system and on patient forms.
15. Serves as point of contact for hospitals, labs, pharmacies and x-ray imaging clinics.
16. Explains clinic or medical policy to patients as required.
17. Prepares appropriate medical forms and reports for use for specific clinicians during health care visits.
18. Interprets laboratory orders, accurately transfers orders and selects appropriate patient education materials in accordance with provider orders.
19. Contacts laboratory and/or diagnostic imaging services for patient test results.
20. Reviews patient medical record for completed tests on day of patient visit and collects for MD/NP.

21. Accurately scans various medical records to patient charts in EMR system.
22. Contacts campus police for various emergencies.
23. Schedules, changes, and cancels patient appointments.
24. Screens visitors to clinic, and assures confidentiality.
25. Prepares clinic for nursing staff and office for patients at opening/closing and main receptionist area.
26. Adheres to all HIPAA guidelines/regulations.
27. Participates in District-provided in-service training programs.
28. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
29. Performs other duties, related to the position, as assigned.

EDUCATION: Associate's degree or 60 units of college coursework from an accredited institution is required. Additional qualifying experience may be substituted for the associate's degree on a year for year basis with one year of full time experience equaling 30 semester units of college.

EXPERIENCE: Minimum of two years work experience in medical front office, hospital or clinical setting as well as experience in data entry.

LICENSES/CERTIFICATIONS: CPR Certification preferred.

KNOWLEDGE OF: Modern office practices and procedures and computer set up for medical record programs. Knowledge of medical terminology, medical coding and billing is required.

ABILITY TO: Respect and maintain privacy and dignity of clients, assure client confidentiality at all times. Communicate effectively. Analyze and interpret medical terminology correctly. Enter data into various computer programs and electronic medical records system with efficiency. Remain calm and helpful in patient emergencies. Multi-task with accuracy. Perform basic math computations; file alphabetically and numerically. Ability to speak clearly and concisely. Read, understand, and follow oral and written instruction. Setup, manage and revise the Medicat system; type at a speed of not less than 40 net words per minute.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, staff, and the community.

WORKING CONDITIONS: Normal medical office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.