**Job Template**

**GENERAL SUMMARY**

Performs delegated functions as a member of the patient care team to provide a variety of services. Responsibilities may include office coordination duties to facilitate workflow and the processing of administrative paperwork related to patient care.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under the general direction of a supervisor or manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

1. Performs routine procedures (i.e., vital signs, height, weight, visual acuity, urine testing, point of care testing, etc.), administers medications, and obtains specimens in accordance with protocols. Reports pertinent observations to nurse and/or physician.
2. May assist physicians with procedures such as administering injections and suture placement or removal. May participate in implementation of care plans.
3. Accurately documents patient information and charts activities in patient records. Demonstrates accuracy in basic data entry and data retrieval of paper/electronic patient records. May also develop, modify, and/or supervise the maintenance and coordination of medical filing systems. Monitors staff compliance with records regarding regulations, policies and procedures, and professional practice.
4. Serves as a resource to students, staff, faculty, and others on matters relating to administrative procedures and on some matters related to student health. Responds to requests for information and provides assistance in solving a variety of problems of ordinary difficulty, based on knowledge of the procedures, practices, and past experience. Screens correspondence, phone calls, records, and other documents for appropriate action and collaborates with staff to determine proper response or to resolve problems; makes referrals as appropriate.
5. May be responsible for coordinating all aspects of the pre-authorization/authorization process, including ensuring the appropriate and timely processing of paperwork and/or health records. Obtains insurance information from students and determines if authorization is necessary for the services that are needed. Confirms insurance coverage and communicates benefits to patients.
6. May be assigned other administrative support functions to include coordinating workflow, processing administrative paperwork, and department communications. Examples include meeting support, travel coordination and reimbursement, draft or composes routine correspondence, etc.
7. Maintains smooth and efficient patient flow, including patient check-in and check-out processes.
8. Prepares space and work area, including sanitization, restocking of rooms and carts of all medical and administrative supplies, etc.
9. Inventories, stocks, and orders equipment/supplies.
10. Provides cross-coverage for administrative roles, including answering phones, managing patient appointments/physician schedules as needed.
11. May train, supervise, and coordinate work schedules of clerical or student staff.
12. Performs related duties as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Two years of related experience.
* Registered Certified Medical Assistant and/or CT licensed LPN, EMT, or Paramedic.

*An equivalent combination of education and experience may be substituted for the degree and years requirement.*

**COMPETENCIES**

**Knowledge of:**

* Medical terminology
* Medical assisting practices
* Patient electronic medical records (EMR) and administrative recordkeeping systems
* Health Insurance Portability and Accountability Act (HIPAA), Privacy Act, and Family Educational Rights and Privacy Act (FERPA)
* Relevant policies, procedures, and routines
* NCAA rules and regulations, may be required.

**Skill in:**

* Vital signs measurement, injections, cardiopulmonary resuscitation (CPR), life support, patient preparation
* Written and verbal communication
* Critical thinking, problem solving and analysis

**Ability to:**

* Work under pressure and tight deadlines
* Multitask in a rapidly changing environment