

**UNIVERSITY SURGICAL ASSOCIATES, INC.
POSITION DESCRIPTION**

Job Title: Clinical Medical Secretary	Dept. Code: 1200	OSHA: II
Department: Clinical	Salary Range: See levels	Original Date:
Immediate Supervisor: Clinical Office Manager	Division:	Last Revised: 5/14/18

GENERAL SUMMARY:

Functions as the clinical secretary to University Surgical Associates with primary accountability to the clinical office manager and to the surgeons. Primary responsibility is providing clinical and administrative secretarial coverage scheduled and unscheduled, throughout the office as assigned by the Office Manager. Works independently, as well as in conjunction with Physicians, secretarial and other clinical staff to coordinate patient care, with a firm understanding of Microsoft Office Suite, electronic medical record system practice management system for appointment scheduling, and third party billing. Exhibits an understanding of the organization, its programs and procedures related to the operations of the office. Expert handling of patient issues and patient confidentiality are mandatory.

ESSENTIAL FUNCTIONS:

- Maintaining all facets of designated physician(s) clinical and administrative calendar.
- Answering and screening all telephone calls for designated physician(s), referring calls to appropriate person, taking clear and concise messages and assuring responses to all messages.
- Scheduling all office appointments, office procedures, tests, inpatient and outpatient procedures and ensuring orderly scheduled patient flow.
- Ensuring all appropriate paperwork is delivered to the correct hospital departments.
- Management of and proper handling of all incoming referrals, via various methods (fax, phone, direct message within EMR).
- Maintaining tracking mechanisms to ensure patient's results are received in a timely manner and ensuring accuracy of all patient demographic information and pertinent data in the record.
- Preparing all patient charts prior to the office visit. Ensuring patient record is available if necessary, retrieving from archive and/or other paper or electronic means as applicable, and ensuring all necessary consultation, paperwork and/or test results are available for appointment
- Obtaining all necessary authorizations for surgical procedures/tests, and referrals for office visits/billing to ensure payment of services rendered.
- Obtaining proper authorization for release of patients' medical record and timely submission of the request to medical records clerk.
- Managing and insuring the timely submission of all operative and hospital billing cards to the Billing office by complying with documented policy and supplying notes with accompanying documentation to appropriate personnel in the Billing Office.
- Collecting all co-payments or obtaining financial responsibility documents before patient's departure from the medical office.

- Coordinating and completing all insurance, TDI, and Workers Comp forms.
- May coordinate transcription for the physician(s) if applicable to their practice.
- Coordinating all clinical and administrative appointments/meetings for designated physician(s).
- Submitting conference and travel requests and processing all check requests for journals, membership dues, licensing and travel while maintaining check request log to monitor processing of each request.
- Ensuring completion of Medicare Time and Effort reports for each physician.
- Maintaining a spreadsheet listing all CME credits obtained for each physician and organizing files of all external CME certificates for each physician.
- Updating CV's for physicians.
- Maintaining CAQH (Council for Affordable Quality Healthcare).
- Responsible for any other duties, clinical or administrative, including covering other administrative secretaries, as may be assigned by the clinical office manager. Quality calls upon request of Nurse Supervisor.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

- Graduate of an accredited secretarial school or college.
- Three to five years' experience in a medical office setting.
- Knowledge of ICD-10 and CPT coding and third party billing.
- Computer literate with thorough knowledge of Microsoft office software and utilization of Electronic Medical Record and computerized appointment scheduling systems.
- Possible physical requirements include lifting of upwards of twenty pounds.
- Ability to work independently and meet strict deadlines.
- Ability to represent the organization and serve consumers in a professional manner and promote a positive image of the organization and its services.
- Interpersonal skills necessary to deal effectively with patients, their representatives and other personnel/coworkers.
- Attention to detail.
- Upon successfully passing the Bilingual Fluency Assessment for Clinicians, staff members who agree to serve as qualified interpreters in the language they successfully tested in will be compensated with a 0.50 cent differential an hour to their standard hourly rate of pay.