



Job Description

JOB TITLE: HEALTH SERVICES/DSPS TECHNICIAN
PAY GRADE: CL 18
LAST REVISED: AUGUST 2011

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

SUMMARY DESCRIPTION

Under general supervision, provides a fully qualified level of clinic and DSPS (*Disability Support Programs & Services*) support to healthcare providers, counselors, students and staff; coordinates and performs a variety of confidential medical clinic and confidential DSPS office services; provides support to counselors and health care providers, administering an office that receives and screens patient contacts, triages patient encounters, schedules appointments and maintains fully compliant records; performs a variety of clerical functions and business office functions including documentation, transcription, coding of charts, and arranging for ancillary health care services such as lab and x-ray work, patient and third party billing; and performs a variety of tasks relative to assigned area of responsibility.

ESSENTIAL FUNCTIONS/REPRESENTATIVE DUTIES - *The following duties are typical for this job classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Assesses patient/student contacts (medical, psychosocial and DSPS) for nature and severity of condition; provides basic triage to urgent care callers; seeks assistance from health care providers or DSPS Counselors as necessary; contacts outside healthcare services and agencies as needed; provides information and resolves matters as appropriate.
2. Coordinates clinic/department office activities to facilitate provider, patient, records, and business activity; receives walk-in patient/students and telephone inquiries from staff and students; explains aspects of Health Services and DSPS services, procedures, and payment policies; provides students with reference materials, external resource and program information.
3. Assists in the facilitation of providing reasonable accommodations to a variety of disabled students in compliance with applicable federal, state and District regulations under the guidance of certificated faculty or staff member: Accommodations include (but are not limited to) note taking, interpreters, mobility transport, , assessment, course exam proctoring, alternative text books, assistive technology training, tutor referrals and various other services
4. Assists in the coordination of test facilitation to include interpreter services; reader services and arranging for scribes, note takers, readers, and aides.
5. Coordinates mobility assistance, including manual and/or motorized transportation as well as services the to the blind, vision impaired, dyslexic and/or otherwise learning disabled students.
6. Documents all DSPS services provided for audit purposes, including compiling and analyzing statistics on reasonable accommodations provided; provides information for priority registration of eligible disabled students
7. Schedules student appointments; makes initial determination of provider to be seen (medical,

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- mental health or DSPS); prepares schedules and informs practitioners; organizes files.
8. Assembles, stores, retrieves, and reviews files and charts; verifies that the file contains necessary forms, identification, and consent agreements; assures that the chart is updated accurately and on a timely basis; assures that files and documentation complies with privacy laws; reviews insertions to files for reporting purposes.
 9. Follows established procedures for storing, maintaining, retention, control, release, and disposal of records; assures compliance with state and federal laws for maintenance and governance; releases medical information from charts as requested (subpoena, etc.) and in keeping with legal requirements (HIPPA/FERPA);.
 10. Assures compliance with State and Federal Regulations (FERPA/HIPPA). Assesses student eligibility and maintains confidentiality. Periodically reviews patient files for immunization updates or other information as required; verifies international student compliance with medical requirements for college admission.
 11. Receives and processes charges to student health accounts; prepares bills and records payments/fund transfers for services.
 12. Maintains records of time worked for contracted providers.
 13. Monitors and reconciles expenditures from the department budgets; verifies available funds; identifies and records account/object codes, and codes transfers as authorized; maintains financial records for special programs, projects, and grants.
 14. Prepares monthly billings to students and the District; prepares billings for Medi-Cal and insurance reimbursement by input of patient diagnosis and charges data into standardized formats, research and input of medical classification codes and fees; researches and records diagnosis and treatment codes; verifies accuracy of charges, receipts, and postings; reconciles patient and other income accounts.
 15. Composes and types general and specialized correspondence, often of a private nature; assists with assembly and preparation of periodic reports and materials; updates web-site pages using established procedures.
 16. Arranges and may attend departmental and inter-department meetings, records proceedings and actions as needed.
 17. Ensures adequate levels of office supplies; initiates orders using an automated purchase order system and establish vendors to replenish inventory.
 18. May train and provide work direction to assigned student workers and temporary help as assigned.
 19. Performs related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

Operational characteristics, procedures practices, services, and activities of the functions, programs, and operations of the assigned office.

Medical terminology and patient care diagnostic codes (ICD and CPT).

File maintenance and control.

Insurance billing procedures.

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Medical triage protocols.
Electronic medical records
Laws, rules, and regulations governing health care records as well as applicable federal and state laws for working with students.
Pertinent federal and state laws, codes and regulations pertaining to educational programs and services for community college students with physical, psychological, and learning disabilities and reasonable accommodations thereof.
Legal aspects of disability compliance for higher education.
Referral agencies, services, and departments on and off campus.
Screening and interviewing techniques.
HIPAA and FERPA compliance.
(duplicate) Human relation skills to work effectively and cooperatively with professional staff and students; communicate technical, confidential, and sensitive concepts to others.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Math skills to record measurements and statistics.
Writing skills to prepare diagnostic reports.

Ability to:

Coordinate and perform a variety of medical clinic office services.
Maintain sensitivity to students with special needs and assist with establishing academic goals.
Maintain confidential and sensitive student information.
Setup, maintain, and control the location of files and enter data onto standardized formats using computerized data base programs and District's Enterprise Resource Planning Systems. Perform basic arithmetic operations.
Perform basic patient triage over the phone and in person.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Work with and show sensitivity to a diverse student population from a wide range of ethnic, social, and economic backgrounds.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.
Execute reasonable accommodations in educational programs for students with a variety of disabilities as determined by certificated faculty or staff in compliance with established federal, state and District laws, codes and regulations.
Understand, apply, and ensure compliance with pertinent laws, regulations, and ordinances.
Organize workload and establish priorities.
Analyze problems, evaluate alternatives, and make sound recommendations.
Serve as program liaison between students, instructors, and staff and community.
Plan and organize work to meet schedules and changing deadlines.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Work effectively with minimal supervision.
Code CPT and ICD-9 preferred.
Experience with Electronic Medical Records and insurance billing preferred



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Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to completion of the twelfth grade supplemented by coursework or on-the-job training in medical office practices and procedures.

Experience:

Three years of successful clerical/secretarial experience in a public health, college health clinic, or hospital setting.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license may be required.

Must possess a valid Cardiopulmonary Resuscitation (CPR) certificate for health care providers.

Complete first-aid, blood borne pathogen, and environmental health training within a reasonable period of time.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.