



Job Description

JOB TITLE: HEALTH SERVICES TECHNICIAN

PAY GRADE: CL 18

LAST REVISED: JANUARY 2012

*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 support to healthcare providers; coordinates and performs a variety of confidential medical clinic office services; provides support to health care providers, administering an office that receives and screens patient contacts, triages patient encounters, schedules appointments, and maintains fully compliant health records; performs a variety of medical records and business office functions including 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.

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. Coordinates clinic office activities to facilitate provider, patient, records, and business activity; receives walk-in guests and telephone inquiries from staff and students; explains Health Services Center services, procedures, and payment policies; provides students with reference materials, external resource and program information.
2. Assesses patient contacts for nature and severity, providing basic triage to urgent care callers; seeks assistance from health care providers as necessary; contacts outside healthcare services and agencies, providing information and resolving matters as appropriate, or routing calls as necessary.
3. Schedules clinic appointments according to established hours of service; makes initial determination for the level of provider to be seen; prepares schedules and informs practitioners of dates and times; organizes medical files to correspond with appointment schedules.
4. Assembles, stores, retrieves, and reviews patient medical files and charts; verifies that the file contains the 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.
5. Follows established procedures for storing, maintaining, retention, control, release, and disposal of records; assures compliance with state and federal laws for chart maintenance and governance; releases medical information from charts as requested and in keeping with medical-legal requirements; maintains a master file index.

Periodically reviews patient files for immunization updates or other information as required; verifies international student compliance with medical requirements for college admission.

6. Receives and processes charges to student health accounts; prepares bills and records payments/fund transfers for services.
7. Maintains records of time worked for contracted health care providers.



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8. Monitors and reconciles expenditures from the department budgets, verifying available funds, identifying and recording account/object codes, and coding transfers as authorized; maintains financial records for special programs, projects, and grants.
9. Prepares monthly billings to students and the District; prepares billings for Medicaid insurance reimbursement and Medi-Cal for revenue by input of patient diagnosis and charge data onto 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.
10. 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.
11. Coordinates referral services for family nurse practitioners and mental health counselors; guides students in available community resources.
12. Provides campus outreach by discussing services in classes, departments, and programs.
13. Arranges and may attend departmental and inter-department meetings, recording proceedings and actions.
14. Ensures adequate levels of medical and office supplies; initiates orders using an automated purchase order system and establish vendors to replenish inventory.
15. May train and provide work direction to assigned student workers and temporary help as assigned.
16. 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:

Procedures, practices, and techniques used for outpatient medical clinics.

Medical terminology and patient care diagnostic codes.

Medical administrative processes, medical terminology, file maintenance and control.

Insurance billing procedures.

Medical triage and treatment protocols.

Laws, rules, and regulations governing health care records as well as applicable federal and state laws for working with students.

Knowledge of continued:

HIPPA Compliance

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:

Coordinates and perform a variety of medical clinic office services.

Prepare narrative and statistical reports.

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.

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Use a keyboard for medical transcription.
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 independently in the absence of supervision.
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.
Code CPT and ICD-9 preferred.
Experience with Electronic Medical Records and insurance billing preferred

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.

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