

Jurisdictional Class: Competitive
Adopted: August 9, 1995
Revised: May 28, 2010

MEDICAL CLERK/TYPIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for specialized office clerical work of a medical/health nature. Work is similar to that found in other clerical series except that these positions require that employees possess a special knowledge gained through previous experience or training in medical terminology and usage. The work is performed under general supervision with wide leeway allowed for carrying out the details of the work. Supervision is not generally a function of this position. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Operates a typewriter, word processor and/or computer in performing duties as described below:

Acts as receptionist to all visitors, patients, and staff and answers phones;

Works at clinics throughout the county as a receptionist which includes greeting patients, reviewing financial information, completing necessary paperwork for insurances, sliding fee schedules, etc, weighing and measuring children, watching overall clinic flow, and making suggestions accordingly. This person also records lot numbers of vaccines given on patient record, and makes sure documentation appears complete prior to patient leaving;

Responsible for the arrangement of appointments of children and adults for immunizations, physicals, blood work, etc, calls to remind them of appointments, sends preliminary paperwork as necessary, and makes sure all required paperwork is included with the clinic;

Types policies, letters, forms, newsletters, reports, and presentations for department;

Completes, processes, sorts, indexes, records, and files a variety of medical control records, reports, clinical and statistical data;

Assists in clerical paperwork required for departmental reimbursement;

Transcribes physician orders, completes necessary forms, collects paperwork, and notes to each physician the necessary paperwork for medical record/charts;

Initiates all paperwork for medical record/charts of new admissions, re-admissions, discharges, transfers, and expirations and pulls pertinent information for physicians;

Maintains and enters clinic scheduling, immunization and lead registries, water systems/environmental information, early intervention, and medical electronic records data into existing data software systems and other health data systems within the department;

Responsible for the medical/health and office inventory and adequate supply of forms, materials, supplies, and equipment of the units;

Attends in-service education programs as assigned and records minutes;

May operate a variety of office equipment;

Reviews, compiles, completes data entry, and files laboratory, environmental testing results and other health related information, checks returned results, and records against list/report for accuracy and completeness;

Understands and follows department policies, procedures, rules, regulations, and follow up;

Assists in and maintains policy/procedures systems, emergency preparedness plans including appendices and systems such as telephone trees, testing of emergency equipment, "drilling" staff, and maintaining emergency equipment inventory and Command Center;

Participates in training for Incident Command System, emergency preparedness response and drills, and responds to emergencies as part of the department's public health response requirements;

Supports, maintains, and participates in community partnerships that provide health related services;

Participates in activities including orientation of new staff and teams addressing work improvement projects.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of medical terminology and standard nomenclature of diseases;
Good knowledge of English grammar, spelling, and vocabulary;
Good knowledge of office terminology, procedures, and equipment;
Ability to maintain a variety of medical records accurately and neatly;
Ability to type accurately at an acceptable rate of speed;
Ability to understand and carry out moderately complex written and oral instructions;
Ability to write legibly and communicate effectively;
Ability to develop and adapt approaches to situations that take into account diversities and cultural differences;
Clerical aptitude.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- (a) Completion of a one (1) year medical secretarial course including typing; or
- (b) Two (2) years of experience in a health care facility, laboratory, or medical doctor's office which included typing; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

SPECIAL REQUIREMENTS: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.