

## POSITION DESCRIPTION

INCUMBENT \_\_\_\_\_ CSN \_\_\_\_\_

PRESENT/CLASSIFICATION Ambulatory Care Aide II DATE \_\_\_\_\_

DEPARTMENT/DIVISION Internal Medicine

### Function

The primary function is to perform duties and responsibilities for the medical outpatient clinic. This position aids in the courteous and efficient operation of the clinical reception unit in the Department of Medicine Monday through Friday, 8:00 am to 4:30 pm.

### Organizational Relationship

The individual in this position is responsible to the Administrative component in the medicine outpatient clinic. The position will be controlled by University procedures, by general directives, and by policies of the Department of Internal Medicine and SIU School of Medicine.

### Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

- I. Clinical Telephone 60%
  - A. Answer clinic telephone appointment line for the Medicine/Psychiatry physicians as well as overflow from other appointment lines, screening and directing calls to proper nurse, physician's offices and ancillary departments; answering appropriate questions.
  - B. Making appointments for patients. Telephone patients of any schedule change for appointment.
  - C. Responsible for numbering patient information and sending this information to Medical Records for filing.
  
- II. Reception 40%
  - A. Distributing copies of the schedule to appropriate personnel on a daily basis.
  - B. Verify return patients' demographic and insurance information, obtaining insurance release signatures and explaining to patients the necessity for signing this release.

- C. Responsible for preparing patient encounter labels and ensuring that all charge tickets are done correctly and in a timely manner. Notifying medical records and the nursing staff of all patient schedule changes and add-on patients.
- D. Responsible for ensuring that the patient schedule is updated on a daily basis and that all demographic and insurance information obtained on a given day is updated in the computer system correctly.
- E. Responsible for greeting patients and visitors in a courteous and respectful manner, answering any questions they may have concerning the policies and procedures of the Medicine Clinic, and giving clear and accurate directions if requested.
- F. Responsible for interviewing new patients, obtaining demographic and insurance information, ensuring that any changes are made and entered into the computer system and keeping all appropriate personnel informed and updated. Assigning medical record numbers, guarantor and exception ID numbers on patient records.
- G. Accepting payments, logging on appropriate log sheet.
- H. Processing referral information for doctors in accordance with the procedures. Entering data in referral tracking data base.
- I. Scheduling return patient appointments and new patient appointments, ensuring that accurate information is obtained from the referring physician on all new patients and that SIU nurses and physicians receive this information.
- J. Maintain schedules by building and updating templates in the computer for physicians and nurse practitioners. This includes notifying patients of any changes in their scheduled appointment.

### **Knowledge required for the Job**

This position requires knowledge of the Medicine Clinic operation policies and procedures on a daily basis. Knowledge of the complete use of the computer system and printer and the ability to train personnel to operate it correctly is essential. The individual in this position must be able to deal effectively with different personality types under periods of mild and heavy stress, resulting from clinic schedule variances. One must be able to enter accurate data in the computer system while under stress. Excellent communication skills and proper use of the telephone is also necessary. Knowledge of medical terminology is very helpful.

### **Responsibility**

- A. Supervisory Controls – Priorities are established and determined by the Health Care Administrator II of the outpatient clinic in accordance with the guidelines established by Southern Illinois University School of Medicine. Whatever is necessary to ensure the proper and efficient operation of the clinic determines all priorities and deadlines.

- B. Guidelines – This person will have access to and understanding of the very complex SMS computer system. This person must understand and follow the policies and procedures of the SIU P & S and School of Medicine. This person may assist in updating reception policies as needed for the reception area.

### **Difficulty**

- A. Complexity – This ACA must be able to deal with stressful situations in a mature manner. He/she must perform responsibly in the area of confidentiality in a patient related situation. The position entails a great variety of steps, processes, methods, and activities. A high degree of good judgment, initiative, organization, and consistency needs to be maintained in order to successfully perform job functions amid a variety of constant distractions. This ACA must have the ability to be courteous and understanding with a variety of difficult patients.
- B. Scope and Effect – This ACA is expected to serve as the initial contact person on phone or in person with patients. His/her performance affects patients, visitors, physicians, nurses, and other clinical staff.

### **Personal Relationships**

This position has personal and telephone contact on a daily basis with patients, visitors, physicians, clinic and administrative staff, secretaries, medical records, accounts receivable, hospital and university staff, and outside agencies.

### **Physical and Environmental Requirements**

See attached form outlining the physical and environmental requirements of the position.

### **Comments**

The person in this position must have the ability to be courteous and understanding to difficult patients, demonstrating excellent communication skills. They must establish and maintain good working conditions with coworkers and personnel of other departments. They must have the ability to understand the effect the clinic reception area's production has on the quality and efficiency of other areas and departmental production.

# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: \_\_\_\_\_ Classification: ACA II  
 Position No. (if applicable): SMS.CS.N8919.006 Department: Internal Medicine Clinic-SMS

**WORK ENVIRONMENT: (Check all applicable environments)**

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input checked="" type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom <small>(Performed rarely less than 2% of the time)</small>	Occasionally <small>(Performed less than 25% of the time)</small>	Frequently <small>(Performed 26% to 50% of the time)</small>	Constantly <small>(Performed 51% or most of the time)</small>	N/A
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*(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)*

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stooping	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Twisting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling		40 - 60 lbs.			<input type="radio"/>
Carrying		40 - 60 lbs.			<input type="radio"/>
Lifting		40 - 60 lbs.			<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief. \_\_\_\_\_ I have read, understand and am capable of meeting the physical and environmental demands of this position. \_\_\_\_\_