#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Medical Office Assistant

**Job Number:** SO-116 | VIP: 1247

**Band:** OPSEU- 6

**Department:** Student Wellness Centre

**Supervisor Title:** Manager, Student Health Services

**Last Reviewed:**  June 1, 2021

#### **Job Purpose:**

The Medical Office Assistant is responsible for front line medical secretarial duties, reception and triaging services in a very busy clinic, as well as ensuring smooth daily operation of clinic. Responsible for daily and monthly collection of statistics, as well as income & receivables for month end distribution. Submission and reconciliation of billings to OHIP, UHIP, CIGNA, Province of Quebec, as well as uninsured and student charges to the finance department.

#### Key Activities:

##### Reception/Triage

* Front line triaging & arranging appointments for students in a fast-paced environment, with many interruptions. Assessing risk and urgency.
* Dealing with long line ups, steady phone calls and emails, from students who wish to book appointments, or are checking in for their appointments, or students who are asking questions or follow up regarding lab/test results.
* Ensure personal data for new and returning students is current and updated in their Electronic Medical Record (EMR)
* Create and manage electronic scheduler for multiple practitioners, including GP’s, Psychiatrist, Clinic Nurse and Mental Health Nurse. Schedule appointments with appropriate practitioner based on the nature of the appointment.

##### Financial

* Monitoring of physicians daily billings including OHIP fee codes and diagnostic codes per the Ministry of Health guidelines.
* Submission of OHIP billings via Electronic Data Transfer (EDT). Submission of International student’s invoice billings to UHIP or Cigna.
* Reconciliation of OHIP and UHIP payments when received. Responsible for payments from students for other expenses not covered by OHIP & Sunlife/Cigna, including student charges (missed appointments, 3rd party billings, record transfer) and Uninsured (travel, TB testing, and Plan B) and other including Quebec Health Care or Military, and submit to finance monthly.
* Follow up with students re rejected health claims. Monthly submission of financial report to director, which includes Income & Receivables.
* As a designated VISA cardholder (limit $5000) comply with cardholder agreement. Complete and process all departmental purchases on the VISA.

##### Medical Records

* Management of patient medical records and ensuring compliance with all FIPPA and PHIPA regulations (both electronic and paper format): scanning, sorting, and matching patient records with appropriate chart, sending task/file to appropriate physician.
* Respond to medical records requests from students, lawyers, insurance companies and external medical practitioners
* Distribute psychiatry notes back to original referrer
* Responsible for maintaining confidential files and records in accordance with the Personal Health Information Privacy Act (P.H.I.P.A.)

##### Administrative/Miscellaneous

* Prepare / clean exam rooms using strict infection control procedures for next client and usher students to exam offices.
* Responsible for mail, photocopying, prints shop orders, laundry, water, labs and notifying above re changes to our open/closed schedule.
* Faxing prescriptions to pharmacies and requisitions to labs, diagnostic imaging, etc
* Order office supplies throughout the year and for new academic school year start in September.
* Make edits as required to the Health Services website
* Provide basic front line IT support within the Health Services office, but then refer to IT or Accuro when beyond their capabilities
* Support student staff and delegate tasks appropriately.

##### Statistics

* Collection of daily statistics (i.e. diagnostic codes, immunization & injections) from each billing, for month end spreadsheet distribution.
* Produce additional stats as requested by Manager or Director to aid in clinic and/or project planning

#### Education Required:

College Diploma (2 year) in Medical Office/Ward Secretary.

#### Experience/Qualifications Required:

* Minimum 2-4 years’ experience in a general physician practice setting, with EMR billing experience.
* Knowledge of signs and symptoms for a wide range of health problems, is a huge asset for triaging, (in screening and prioritizing) and deciding if urgent appointments is necessary or if the student can wait, or should be directed to the emergency department, or if we should advise Clinical Leader/ Director with regards to urgent Mental Health.
* Monitoring students in waiting room, who appear very unwell or risk of fainting.
* Ability to multitask in a very busy clinic with constant interruptions.
* Strong organizational and communication skills needed.
* Experience in interacting with a diverse client population, always greeting with patience and professionalism, while maintaining confidentiality.
* Team Player.
* Works independently requiring minimal supervision and seeks advice from appropriate sources if unsure.
* Nursing background experience would be a huge asset.
* Familiarity with billing and reconciliation procedures, via EMR
* Experience with/lived experience of oppression, racism, homophobia, transphobia and/or ableism and/or personal connection to queer or trans communities of color, including newcomer and disability communities will be an asset.

#### Supervision:

* No formal supervision of others is required.

**Job Evaluation Factors:**

Managers are requested to fill out the section below for job evaluation purposes.

##### Analytical Reasoning

Critical Thinking/Assessment in triaging:

When booking appointments with the Physicians and Nurses, a high level of thinking and reasoning is required in order to ensure that students are booked appropriately based on the severity of their condition (triage). By asking questions and listening to the patient (by phone or in person), the needs of the student are assessed and it is determined how long they can wait to see a doctor in accordance with our next available appointment. Students whose needs are more urgent are booked sooner than those which are less urgent.

##### Decision Making

Front line employees constantly making decisions, exercising initiative and referring concerns to our nurses or physicians, if in doubt.

Confidence and knowledge required in deciding if a client’s signs and symptoms warrant an urgent appointment, or can wait a few weeks or if they need to go to the emergency department, or if the counselling department or Crisis Worker should be involved with regards to Mental Health. If in doubt, checks with coworkers.

Decisions involved with time management, depending on the nature of the appointment.

Direct responsibility for managing patient records, which involves making decisions independently and ensuring that all medical documents received are placed into a patient’s electronic medical chart and then sent to the appropriate doctor for review.

##### Impact

It is important that a patient is assessed accurately so as to ensure the patient is seen in a timely manner based upon the urgency of their need. A good decision results in those most in need being seen sooner versus those that can wait.

Poor triaging for someone who should be considered urgent could result in worsening symptoms with complications, resulting in need for a visit to the Emergency Department or perhaps hospitalization; in the case of a student with mental illness, they may be suicidal.

It is important that a student is booked in the correct time slot and for the correct number of time units. The impact on the department if this is not done correctly could be an “over booked” clinic or the doctor sitting empty during open clinic time. A clinic that is over booked could result in the doctor being significantly behind schedule, causing students to have a longer wait time or in some cases they may need to rebook in order that they do not miss class. A doctor sitting empty is a loss of income for the department.

A negative consequence to the department could include not being paid for services rendered if we do not enter a health insurance number in correctly. Another negative consequence could be not having a correct phone number to call a student with test results if the phone number was not entered correctly.

##### Responsibility for the Work of Others

Indirect Responsibility

Support student staff and delegate tasks appropriately.

##### Communication

Internal:

* Students - booking appointments, check-in for appointments, billing accounts/accepting payments, providing community services/resources
* Physicians/Nurses/Clinical Team Leader/Director- exchanging of information, reporting, any concerns or questions
* Finance Department – re: billing student accounts, submission of cheques
* Fixit, IT and other departments - computer/phone/fax/clinic maintenance
* Trent International Office – coverage for international students
* TCSA – coverage for Student Benefits Plan, Direct2U prescription services

External:

* OHIP, UHIP (Sun Life), Cigna, Province of Quebec – invoices, billing discrepancies
* Accuro – computer system (scheduler and patient charts)
* Vendors – water delivery, laundry pick/drop off, sign for deliveries
* Gamma Dynacare Lab – specimen pick-up/lab drop off, troubleshoot EMR issues
* Public Health Lab – specimen pick-up/lab drop off
* Pharmaceutical Representatives – refer to nurse on duty as needed
* Parents – relay service info while maintaining patient confidentiality
* Medical Practitioners – medical records transfers, psychiatry referrals

##### Motor/ Sensory Skills

* Dexterity - Data entry, requiring accuracy, filing, scanning documents
* Equilibrium - Maintaining balance if lowering a student who is about to faint
* Hearing - Appointment made accurately for correct time, phone and reception duties
* Visual - Data entry, seeing someone in need of help, computer program, verifying student and health card, Right student, right student #, right health card information, right physician, right exam room, right chart, right time
* Smell - Abnormal breath of students’ likely indicating need for an appointment i.e. strep, mono

##### Effort

Mental:

* Concentration Focus - Appointment making, prioritizing urgency of appointment, relating information, computer work, filing, processing payments, writing accurate receipts, accurate data entry

Physical:

* Walking - Taking clients to exam room
* Bending, extending, reaching - Retrieving/returning files, cleaning exam rooms
* Sitting - Computer work, telephone
* Keyboarding - Computer work

##### Working Conditions

Physical:

* Exposure to illness - Viral and bacterial illnesses
* Hazardous Waste - Exposure to bodily fluids

Psychological:

* Emotional People - Making and dealing with appointments, long wait times to see physician or nurse, mental health concerns, ill clients, clients in distress over academics and looking for medical notes.
* Interruptions - Going from computer, phone, files, examination rooms, line ups, physicians or nurses approaching front desk with questions or requests.