

MEDICAL ADMINISTRATIVE ASSISTANT

DEFINITION

Provides administrative support to the Student Medical Services (SMS) Director or the Medical Director, Employee Health Services (EHS) in budget, payroll, and personnel matters, and office management and information activities relative to student medical services, employee health, or public health.

TYPICAL DUTIES

- Provides medical transcription services including medical notes; clinical protocols and practice guidelines; and correspondence to parents, school administrators, physicians, and managed care and professional organizations.
- Develops systems and processes, coordinates, and monitors data with Local Districts and other programs and services within and outside the District for various programs, projects, and grants as necessary; convenes and attends related meetings; and prepares and presents reports.
- Compiles, collates, and analyzes data on productivity, staff salaries, student absenteeism, and other parameters that the SMS or EHS may identify.
- Assists with addressing environmental health issues and emergencies and other initiatives relative to SMS or EHS that the District may implement.
- Develops and maintains confidential files for student or employee medical evaluations.
- Liaises with programs and services within the District and with managed care organizations and community institutions for the SMS Director or the Medical Director, Employee Health Services and attends meetings when requested by the SMS Director or the Medical Director, Employee Health Services.
- Interfaces with regulatory agencies to meet program mandates.
- Assists with the development, monitoring, and evaluation of a Quality Assurance program and creates and maintains databases for monitoring student medical services, student health or employee profiles and outcomes, Quality Improvement (QI) indicators, credentialing, and policies and procedures.
- Monitors, maintains, and/or ensures timely receipt of Medi-Cal data, Child Health Disability Prevention Program (CHDP) billing issues, International Classification of Diagnostic Codes (ICD 9), and Clinical Procedures and Treatment (CPT) codes and collects and compiles data on medical services provided by school physicians and CHDP services on a monthly basis.
- Assists with planning, developing and coordinating special projects and grants.
- Prepares, maintains, and verifies contract files and invoices for services offered by health care providers, universities and colleges, and other institutions.
- Schedules school physician services as necessary to meet the needs of the SMS Director relative to student health such as IEPs, due process medical permits, exemptions and exclusions, and sports participation waivers.
- Conducts Internet and library searches, compiles journal articles, maintains files by subject matter, and orders books.
- Assists the SMS Director or the Medical Director, Employee Health Services with personnel administrative duties such as preparing requests for personnel action, payroll, and other personnel related documents.
- Completes performance evaluations and provides supervision for lower level clerical staff.
- Assists the SMS Director or the Medical Director, Employee Health Services with budgeting duties such as developing budgeting requirements; coordinating documents related to travel, purchasing, and budgets; and monitoring budget activities from a variety of sources.

Arranges meetings, takes minutes, develops agendas, secures speakers and makes hospitality arrangements when requested.

Assists with conference and travel arrangements, medical in-service training planning and arrangements, and coordinates special events.

Prepares correspondence, reports, bulletins, presentations, and memoranda and reviews and edits materials prepared by others.

Receives, screens, and directs telephone calls and visitors.

Opens, sorts, reads, and prioritizes incoming correspondence, electronic mail and faxes, as well as prepares responses to routine queries.

Compiles, collates, and analyzes data related to health exams, TB testing, drug urine testing, and referrals to outside entities.

Assures that all medical equipment has appropriate certification and is serviced as required by State mandates.

Orders and maintains an inventory of office supplies and equipment.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Medical Administrative Assistant provides administrative support to the Student Medical Services (SMS) Director or the Medical Director, Employee Health Services relative to student medical services, employee health, and public health.

An Administrative Assistant performs staff duties to relieve an administrator of details relative to clerical procedures and methods, budget preparation and control, or other areas of business operations of an organizational unit.

An Administrative Secretary I performs a combination of secretarial and administrative duties for an individual who has jurisdiction over one or more major organizational segments of the District.

SUPERVISION

Supervision is received from the SMS Director or the Medical Director, Employee Health Services. Supervision is exercised over the clerical staff.

CLASS QUALIFICATIONS

Knowledge of:

Public health practices, medical terminologies, medical billing and health insurance such as CHDP, Medi-Cal, Healthy Families, and capitation fee arrangements with health maintenance organizations (HMO)

Structure and purpose of ICD9, CPT coding, health care licensing, and certification requirements

Records and data management systems

Medical transcription practices

Office practices, procedures, and equipment such as computers and software

Basic laws and rules affecting the functions of the organization

Payroll and personnel procedures

Business writing techniques including punctuation, spelling, grammar, proofreading, and editing

Ability to:

Exercise sound judgment and maintain confidentiality regarding sensitive information

Handle multiple tasks and prioritize tasks with strong organizational skills

Interpret and transcribe medical terminologies, policies, and bulletins

Work and complete tasks independently while meeting deadlines with broad guidance and supervision
Work well with diverse groups of people
Obtain and impart information tactfully and accurately
Create and maintain databases for medical services and quality assurance programs
Prepare and edit reports, bulletins, and other materials
Plan and supervise the work of others engaged in clerical work
Interpret and explain rules, regulations, and policies
Operate an office computer and various software

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree in biology, public health, nursing, or a health-related field; an associate's degree in Nursing; or an associate's of Arts degree in Office Information/Technology with an emphasis in Medical Administrative Assistance. A Master's in Public Health or a related degree from a recognized college or university and/or completion of an approved program in medical terminologies and/or transcription are preferable.

Experience:

Three years of experience including liaising with medical services and managed care organizations and medical transcription typically acquired in health related facilities such as a medical center, university, HMO or Public Health facility and experience with office computers and peripheral equipment and databases. Supervisory experience is preferable. A master's degree in Public Health or a related field from a recognized college or university may be substituted for one year of the required experience.

Special:

A valid California Driver License.
Use of an automobile.
Ability to speak, read, and/or write Spanish is preferable.

This class description is not a complete statement of essential functions, responsibilities or requirements. Requirements are representative of the minimum level of knowledge, skill and/or abilities. Management retains the discretion to add or change typical duties of the position at any time.

Revised
06-29-06
GK

Reviewed
06-17-13
JPK