

## Community Health Partners

*Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.*

Job Title                      Administrative Generalist

### JOB SUMMARY:

Under the general supervision of the Administrative Coordinator, functions as a member of the administrative team. Duties include record keeping, patient billing, telephone duties, scheduling appointments, typing, data entry, computer operation, copying, electronic filing and retrieving EHR charts, reviewing charts for completeness, and miscellaneous business office related functions.

### JOB RESPONSIBILITIES:

#### Billing Duties

1. Responsible for billing procedures which include compiling charges for patient visits, collecting payment for visits including phone payments, entering daily payments and submitting data for daily payments to CHP billing staff.
2. Answers inquiries and correspondence relating to patient billing.
3. Maintains pleasant, professional atmosphere in working with patients, physicians, and other clinic personnel and the general public.
4. Files reports, documents, and other paperwork properly.
5. Records all payments according to CHP policies and procedures.
6. Maintains records accurately and assists with quality assurance and statistical data compilation.
7. Provides back-up telephone coverage.
8. Balance daily activity/cash drawer

#### Medical Records Duties

1. Assembles and prepares appropriate patient charts and forms required for clinic documentation and front office operations.
2. Scan and electronically file lab and x-ray results, dictation and other paperwork in patient charts.
3. Files retired paper charts in numerical order in a timely manner. Accurately maintains records in a permanent filing system.
4. Pulls charts for patients to be seen for the following days appointments and send reminder calls to patients.
5. Prepares copies of medical records for requested releases.
6. Reviews charts for documentation and completeness.
7. Requests and receives records from outside providers as required.
8. Provides primary telephone coverage.
9. Reviews scheduled appointments and charts for accuracy and appropriateness.

### Front Desk Duties

1. Acts as information source to outpatient clinic visitors, staff and patients.
2. Greets and receives patients and initiates visit by gathering relevant financial documentation. Generates encounter forms.
3. Coordinates daily flow of patients by ensuring encounters are in order, schedules are managed for no shows and same day need.
4. Sets up monthly schedules in computer system according to clinical requirements and guidelines.
5. Monitors patient waiting status in waiting room.

### General Responsibilities

- 1 Maintains pleasant, professional atmosphere in working with patients, practitioners, and other clinic personnel and the general public.
- 2 Maintains records accurately and assists in CQI (Continuous Quality Improvement) and statistical data compilation.
- 3 Performs other administrative duties as requested by the management team.
- 4 Works independently as well as functions as a team member.
- 5 Furthers the mission of CHP through active support of the strategic goals
- 6 Shares knowledge and skills w/coworkers.
- 7 Travel to other sites, as needed.

### Skills and Attitudes

1. Experience working with limited resource population.
2. Ability to work with grace under pressure
3. Ability to work in a team and to share responsibilities and duties
4. Ability to resolve interpersonal conflict in a straightforward and timely manner
5. Ability to set priorities, multi task, be organized, and be a self-starter
6. Ability to be friendly, empathic, and an adept communicator.
7. Ability to treat both staff and patients with respect
8. Ability to navigate technology efficiently
9. Ability to gracefully accept and respond to feedback

Essential Physical Requirements

	<b>Occasionally (1%-33% of day)</b>	<b>Frequently (34%-66% of day)</b>	<b>Continuously (67%-100% of day)</b>
Sitting			<b>X</b>
Standing	<b>X</b>		
Walking	<b>X</b>		
Speaking/Hearing			<b>X</b>
Seeing			<b>X</b>
Hand/Wrist Work (ie. Keyboarding)			<b>X</b>
Pushing/Pulling	<b>X</b>		
Grasping	<b>X</b>		
Fine Manipulation			<b>X</b>
Reaching			<b>X</b>
Bend	<b>X</b>		
Squat	<b>X</b>		
Lift 1-10 lbs	<b>X</b>		
Lift 11-20 lbs	<b>X</b>		
Lift 21-50 lbs	<b>X</b>		

The physical demands described here 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 functions.

**QUALIFICATIONS:**

High School Graduate or equivalent required.

Must be skillful in working with the public and handling many tasks.

Experience in personal computer use and business office management procedures required.

Medical related work experience preferred.

Name: \_\_\_\_\_

Date: \_\_\_\_\_