

DEPARTMENT: NCCC
CLASSIFICATION: COMPETITIVE
APPROVED: JULY 9, 2020

MEDICAL ADMINISTRATIVE ASSOCIATE

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for performing a variety of clerical duties to assist professional health care personnel in order to ensure a smooth running wellness center to optimize patient satisfaction, access to care, and provider time. The individual will serve as information and communication manager for the office. The work is performed under the general supervision of the Wellness Coordinator. The incumbent exercises independent judgment in carrying out the duties of the job in accordance with established procedures and policies. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Determines urgency of need to be seen and follows all department procedures during medical emergencies and urgent care needs;
2. Provides administrative support for the Wellness Center by receiving phone calls and email communications, filing, producing and mailing department communications, and maintaining office supply inventory;
3. Greets students, parents, faculty, staff and visitors;
4. Schedules, modifies, verifies, and checks in appointments using software program and manages the flow of patients from check-in through discharge;
5. Directs patients to the treatment and cot rooms and cleans cots and places new drapes on after patient leaves;
6. Maintains medical records and protected health information according to state and federal regulations;
7. Uses the New York State Immunization Registry (NYSIIS) to document, report and retrieve immunization records;
8. Reviews immunization forms for compliance with policies and state immunization requirements. Initiates contact with students who have not fulfilled requirements and assists the Coordinator with communication related to health requirements;
9. Compiles data and produces reports on clinic activity;
10. Scans documents to electronic health record;
11. Attends staff meetings and continuing education programs and participates in student registration and other campus activities;
12. Manages department calendars including scheduling appointments, meetings, registration sessions, room requests, equipment set up, and other functions at the request of the Coordinator;
13. Assists the Coordinator with submission of budget justifications, monitors budget spending, and processes accounts receivable and payable;
14. Completes and submits maintenance and work orders/requests as needed;
15. Coordinates events hosted or facilitated by the Wellness Center;
16. Operates standard office equipment including copiers, calculators, and personal computers.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of federal and state laws related to protected health information; good knowledge of medical terminology and electronic health record systems; good knowledge of office terminology, procedures, and equipment; working knowledge of business arithmetic and English; skill in the use of modern software applications including electronic health record systems; ability to operate a personal computer at an acceptable rate of speed and accuracy; ability to maintain strict confidentiality; ability to compile and maintain accurate records and reports; ability to understand and follow verbal and written directions; ability to get along well with others and interact effectively with patients, medical staff, and the public; ability to prioritize and work under stressful conditions; ability to write legibly; clerical aptitude; mental alertness; neatness of appearance; tact and courtesy; resourcefulness and initiative; sound professional judgment; willingness to work in an environment with exposure to communicable and infectious disease, medical emergencies, uncontrolled situations and unpleasant sights, sounds, and smells; willingness to work evenings and weekends; physical condition commensurate with the demands of the position.

MEDICAL ADMINISTRATIVE ASSOCIATE CONTINUED

MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in a medical related field and two (2) years of full-time paid medical office experience performing administrative support tasks; **OR**

Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid medical office experience performing administrative support tasks.