

RECEIVED

AUG 13 2014

POSITION DESCRIPTION  
DER-DCC-10 (Rev. 5-84)  
State of Wisconsin  
Department of Employment Relations

1. Position No. <b>Human Resources</b>	2. Cert / Reclash Request No.	3. Agency 285
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4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS Student Health, Counseling and Disability Services University of Wisconsin-Parkside Box 2000, 900 Wood Road Kenosha, WI 53141-2000
6. CLASSIFICATION TITLE OF POSITION Medical Program Assistant Associate	8. NAME AND CLASS OF FORMER INCUMBENT Jenny Cronin
7. CLASS TITLE OPTION (to be filled out by Personnel Office)	10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES
9. AGENCY WORKING TITLE OF POSITION Medical Program Assistant Associate	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Renee' Kirby	

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS?  
IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM (DER-PERS-84).  
 Yes  No

14. POSITION SUMMARY - PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:  
  
**See Attached**

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (Please see sample format and instructions on back of last page.)

- \_\_\_ GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- \_\_\_ WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- \_\_\_ TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES	(Continue on attached sheets)
	<b>See Attached</b>	

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION (See Instructions on back of last page)

a. The supervision, direction, and review given to the work of this position is  close  limited  general.

b. The statements and time estimates above and on attachments accurately describe the work assigned to the position. (Please initial and date attachments.)

Signature of first-line supervisor \_\_\_\_\_ Date \_\_\_\_\_

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position. (Please initial and date attachments.)

Signature of employee \_\_\_\_\_ Date \_\_\_\_\_

18. Signature of Personnel Manager \_\_\_\_\_ Date \_\_\_\_\_

Required distribution after all signatures have been obtained is five copies (check one box below for each copy):  
 PD File (original)     DER     Employee     Supervisor

# University of Wisconsin - Parkside

- B. Job Title: Medical Program Assistant- Associate 23001-02-10
- C. Is this Position Hourly or Salaried? Hourly
- D. Shift & Hours of Position: 1st Shift, 8:00a.m. to 4:30 p.m.
- E. Number of Subordinates (if applicable): 0-2 Student Office Assistants
- F. List of Essential Job Functions, Knowledge, Abilities, and Skills:
- Working knowledge of office procedures and an acceptable level of performance on the State Civil Service Exam
  - Ability to triage phone calls, determining the urgency, and severity of medical or mental health problems, and establishing eligibility to receive services
  - Coordinating patient appointments including acute and same day service and providing new patients with information regarding services available
  - Patient account experience in posting payments, responding to patients regarding account balance, scanning documents into electronic record system
  - Proficiency in Microsoft Office (Word, Excel, Publisher, Outlook)
  - Perform scheduling of clients and other tasks using an EMR (Electronic Medical Records) System
  - Basic knowledge of cash receipts collection, tabulation, and use of WISDM-PeopleSoft Programs
  - Record and maintain monthly/annual utilization statistics using Excel
  - Experience with Networking and Email functions
  - Prepare, place and record orders for office and medical supplies
  - Basic knowledge needed to trouble shoot basic computer problems
  - Telephone clients to remind them of medical/mental health appointments, vaccination series or past due fees

## 45% A. Provision of Appointment Scheduling utilizing Point N Click (PnC) Computer System.

1. Greet patients/clients professionally and cordially in person or by telephone, establish eligibility to receive service and assess urgency, nature and severity of the medical/counseling problem. Promotes good will between the clinic and patients through pleasant, friendly and business-like contact.

2. Independently schedule appointments/procedures for 6 providers and coordinate cross-scheduling if patient/client is to be seen by multiple providers. Schedule appointments to enhance continuity of care and the proper mix of appointments when preceptorship/interns are on site.

3. Obtain required patient information such as name, reason for appointment, telephone number, birth date, etc. Provide new patients with pertinent information for medical and business purposes.

4. Enters patient information into PnC and make necessary changes.

5. Work collaboratively with appropriate patient care staff to triage and coordinate acute or same-day appointments with appropriate providers.

6. Instructs patients on how to complete patient data form or other history forms, consent forms, and worksheets.

7. Works closely with patient care staff and Clinic Manager to ensure smooth and efficient operation during peak periods of activity. Coordinates and monitors schedule of contracted physician.

8. Independently initiates adjustment in schedule according to daily staff changes, absences, requests from staff, etc. Notifies patients of provider absence and triages them to same day appointments with other providers, or reschedules them with same provider at a later date. Collaborates with Clinic Director in solving conflicts and for canceling and rescheduling appointments.

9. Notifies providers of appointment cancellations and reports to team on availability of appointments. Notifies team of any special directions for cancelling or rescheduling appointments.

10. Responds quickly and appropriately to emergency situations, (cardiopulmonary arrest, patient hostility, fire, patient and staff evacuation, etc.) Participates in scheduled drills according to established policy and procedure. Observes patient's appearance to alert patient care staff of possible urgent care needs.

11. Provides assistance to other staff in managing difficult patient encounters or handling other difficult or complex problems.

12. Prioritizes work according to greatest potential on patient care, depending on earliest date, how far in advance clinic is booking, and availability of same day and general appointments.

13. Monitors reception and patient waiting area to help maintain an appropriate atmosphere.

#### **45% B. Coordination of clinic communications.**

1. Receives and triages large volume of incoming calls. Ascertains the nature of each call, answers routine inquiries, routes calls, and takes and conveys messages accurately. Transfers calls and consults with physician or nurse practitioner when appropriate. Obtains callers telephone numbers before transferring and ensures call is successfully transferred. Telephone message should include patient name, medical record number, date and time of message, reason for call, initials of person taking message, prescription refill, pharmacy, etc.

2. Enters messages into PnC messaging system.

3. Handles sensitive information with discretion and confidentiality. Responds to inquiries and complaints from patients, staff and the public.

4. Provides general information to callers within guidelines established by management, (e.g., hours of operation, availability of providers, etc.)

5. Communicates daily with the clinic's answering service at the end of the day.

6. Communicates daily with campus constituents by email and social media posting hours of walk in appointments, cancellations, etc.

#### **10% C. Miscellaneous Activities**

1. Assist in preparing monthly financial reports and the annual budget.

2. Orients and trains new employees and students per instructed schedule.
  3. Attends meetings and seminars when appropriate. Maintains knowledge of emergency procedures through participation in scheduled drills, classes and personal review.
  4. Efficiently operates and insures maintenance of office equipment, programs and systems (i.e. fax, telephone, photocopy, etc) taking necessary measure to replace supplies and facilitate repair services when necessary.
  5. Prepares letters and envelopes and stamps for mail pickup.
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**G. List of Marginal Job Functions:**

- Telephone the courier service for supplies or laboratory specimen pickup.
- Telephone/email clients for patient satisfaction surveys.
- Package condoms/dental dams for sale for promotional materials.
- Maintain order, cleanliness of front office space and office equipment.

**H. Responsible for Money, University funds, or accounts which hold financial information?**

Yes or No

Yes, Reconciles and disburses petty cash. Maximum amount of money handled could be \$100.

**I. Ergonomic Requirements:**

(i.e.: excessive mobility to make deliveries on campus, climbing ladders, extensive computer use)

Excessive use of computer, telephone, office equipment. Lifting packages to inventory medicine.

**J. Qualifications:**

*Required:* Knowledge and Skills

1. Strong communication, interpersonal skills and telephone etiquette.
2. Knowledgeable of and experience with computer programs such as Excel, Word, and an Electronic Medical Records/Health Records System (i.e. Epic, Censure).
3. Ability to communicate effectively, both written and verbally, with faculty, staff, and students.
4. Excellent organizational skills, careful attention to detail.
5. Ability to exercise independent judgement and initiative in identifying problems and seeking and implementing solutions.
6. Knowledge of ICD-9CM and CPT codes
7. Ability to perform multiple tasks in a fast-paced and often stressful environment.
8. Ability to maintain a professional manner at all times while providing excellent customer service.
9. Ability to work as a team player.
10. Excellent typing/keyboarding experience.

*Preferences:*

**K. Equipment to be used on the job:**

(By each piece of equipment, put an "F" for frequent use, an "O" for occasional use, or an "R" for rare use.)

1. **Tools:** (power or manual tools)

2. **Large Machinery:** (includes vehicles)

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3. **Electrical Equipment:** (i.e.: floor buffer, includes office equipment)

4. **Chemicals:** (includes cleaning supplies, lab chemicals, hazardous waste)

**L. Additional Information:**

**M. Organizational Chart - must be attached**