**HARVARD VANGUARD MEDICAL ASSOCIATES**

**JOB DESCRIPTION**

**Job Title:** Medical Secretary I Job Code: 5100

FLSA Status: Non-Exempt Date Approved: September 8, 2011

Band: N2

**Summary of Position**

Under direct supervision, provides support within a clinical department with primary responsibility for

answering phones, scheduling and managing appointments including appropriate follow-up appointments,

and conducting outreach calls on behalf of the clinician. Delivers excellent customer service and

strengthens the patient/clinician relationship. Works to improve clinical operations through coordination

of contact between team clinicians, patients and referrals outside the unit. Reports to the department

supervisor or designee.

**Essential Functions**

* Schedules appointments for patients optimizing patient appointment availability. Assists patients with

referral processing and communication with other departments. Performs outreach to patients for

appropriate follow-up appointments.

* Actively involved in MyHealth enrollment by encouraging patients to sign up to MyHealth Online.
* Answers telephones following emergency and department protocols and expediting patient questions.

Books same day appointments and relays messages as appropriate. Books MyHealth appointment

requests.

* Runs reports from automated appointment confirmation system. Confirms appointments and follows

through on cancellations. Reconciles system information with the electronic medical record as

needed.

* Sorts and distributes clinician mail (may be paper or electronic).
* Completes paperwork to obtain information from outside doctors, hospitals, health or social service

agencies, and insurance agencies.

* Follows meaningful use guidelines to verify and update patient medical information in the electronic

medical record, such as confirming demographic information, medications, allergies and chief

medical complaints, and ensuring the EMR patient data is accurate and up-to-date.

* May assist with the checkout function, including distributing the After Visit Summary (AVS) and

appropriately booking follow up appointments per department guidelines.

* Provides compassionate front-line customer service and actively works to resolve patient concerns.
* Makes appointment reminder phone calls as needed.
* In a specialty department, makes outreach to patients regarding referrals, scheduling appointments,

processing paperwork, and obtaining authorization numbers.

* Participates in care improvement activities as appropriate, such as Rapid Improvement Events (RIEs),

Value Stream Analyses (VSAs), and Managing of Daily Improvements (MDIs).

* Assists with basic data collection activities for statistical reports or required studies. Ensures data is

properly collected and accurate. Participates in special projects and ongoing programs unique to the

department.

* May generate standard correspondence such as letters regarding normal test results or missed

appointments.

* May be involved in rollout and implementation of upgrades to the electronic medical record.
* May assist with orienting new staff. Provides back-up coverage for other support staff as necessary.
* May develop and monitors provider appointment templates.
* Performs all job functions in compliance with applicable federal, state, local and company policies

and procedures.

**Non-Essential Functions**

Performs other duties as needed. Any other duties performed which are not listed as essential functions

are considered non-essential functions.

**Minimum Requirements**

*Education:* High School graduate (or equivalent education, training or experience) required. Associate's

degree in medical assisting or graduate of certification in medical office administration program

preferred.

A bachelor’s or other non-clinical degree combined with an interest in healthcare and excellent problemsolving,

multi-tasking, technology-literate skill sets can at times be substituted for medical office

administration program certification or work experience.

*Skills and Experience:* Skills and experience typically acquired though one year of experience in a

clinical or customer service setting as determined by the department (bachelor’s degree may be

substituted for experience). Able to communicate in a professional and appropriate manner. Strong

interpersonal, customer service, time management, and organizational skills required. Computer

experience required with the ability to use word processing and spreadsheet programs. Electronic

medical record (EMR) experience and/or aptitude to master the EMR based on other technology

experience required.

**Working Conditions**

Busy office environment with frequent deadlines and interruptions and with extended periods of time

sitting and answering phones.

*The above statements are intended to describe the general nature and level of work being performed by*

*people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties*

*and skills required of personnel so classified.*