

MEDICAL PROGRAM ASSISTANT TITLE SERIES DEFINITIONS

I. TITLE DEFINITIONS

MEDICAL PROGRAM ASSISTANT

This is either an entry or objective level. This is entry level for job duties performed at the Medical Program Assistant Associate or Senior levels under close progressing to limited supervision. Positions will perform program support for a physician's practice/clinic (which may also include administrative, research, and academic programs), a family practice clinic, or a veterinary hospital/clinic.

Objective level positions work with electronic and/or paper medical records under general supervision. Positions require a working knowledge of medical terminology. Responsibilities include creating new patient charts; determining the types of progress notes or other forms required for a patient visit; producing encounter forms with the date of service and provider identification; collecting chart reports and lab tests; incorporating reports and tests into medical records; preparing charts for patient visits and ensuring all elements are available to the health care professional; releasing and transferring medical information to authorized recipients; adhering to strict standards of confidentiality; communicating with state agencies, attorneys, insurance companies, etc., regarding the release of information; and locating, pulling, preparing, and filing medical charts.

MEDICAL PROGRAM ASSISTANT – ASSOCIATE

This is either a developmental or an objective level. Developmental level positions perform job duties identified at the Medical Program Assistant Senior level under limited progressing to general supervision. Positions perform administrative support for a physician's practice/clinic, a family practice clinic, or a veterinary hospital/clinic.

Objective level positions function under general supervision and provide program support to the physician's practice/clinic, a family practice clinic or a veterinary hospital/clinic. Job duties include the following types of program responsibilities in one or more of the following areas: 1) Clinic receptionists are responsible for receiving and triaging a large volume of calls, determining the nature, urgency, and severity of medical problems; establishing eligibility to receive services; coordinating patient appointments and procedures including acute and same day service; and providing new patients or responsible parties with pertinent information; 2) Patient account representatives are responsible for communicating with physicians, patients, responsible parties, hospitals, etc. regarding insurance approval or denial and medical procedures; responding to questions regarding patient accounts; negotiating payment plans; posting payments; and coordinating patient referrals and consultant visits to comply with insurance requirements; 3) General support for a clinic, clinical outreach activities or a medical educational program responsible for typing clinic patient reports; preparing source documents for return to outreach facility, such as x-ray films; entering patient data, Current Procedural Terminology (CPT), diagnosis code, or other information into the data base; responding to requests for medical information; ensuring compliance with state and federal regulations governing release; restricting access when necessary; expediting medical communications for physicians and patients and referring physicians and other healthcare professionals; sorting information, and generating reports as requested by department physicians and staff; and coordinating and maintaining resident schedules or medical student rotations and evaluation records.

MEDICAL PROGRAM ASSISTANT – SENIOR

This is either the objective level or a leadworker level. Positions at the objective level work under general supervision and are the primary communication, information liaison, and coordinator for a physician's practice/clinic, a family practice clinic, or veterinary hospital/clinic and utilize a broad knowledge of a specialized program area. The positions perform the full range of medical program support activities and are responsible for responding to questions related to physician's medical specialty; responding to patient or responsible party inquiries related to care received; identifying issues, determining the appropriate resource, and independently coordinating and communicating resolutions; providing financial information to patients or responsible parties for specified procedures; coordinating telephone calls from patients or referring physicians requiring clinic scheduling, emergency arrangements, Medicare hearings, and insurance disabilities claims; coordinating prescription refill information with local pharmacies; interacting and problem solving with individuals representing outside organizations such as insurance carriers, school district health personnel, professional organizations or conferences, media, etc., and/or departmental and university contacts; scheduling ancillary procedures and procedures with clinic staff; resolving scheduling conflicts, coordinating patient admissions with hospital admissions; coordinating post-operative visits with Home Health Nursing Care; coordinating participation in clinical trials; assisting with patient enrollment, follow-up, and record keeping; reviewing participant forms for accuracy and compliance with protocol; creating and managing multiple in-clinic and other complex schedules and rotations for physicians or medical students; coordinating physician's clinical, educational, administrative, and research schedules; and coordinating resident physician applicant interviews and/or orientation process, representing residency program, and attending national or statewide recruitment fairs. Positions may also guide or train other Medical Program Assistants, providing up to date information and direction, and maintaining daily department schedules, etc.

Leadworker positions lead other Medical Program Assistants in a clinic. The responsibilities include training, assigning work, and reviewing the work; coordinating a broad scope of program support in a clinic setting; coordinating support staff and provide training; serving as the primary reference for the most complicated patient account and/or HMO referral issues; and managing medical information systems to maintain system accuracy and capabilities.

II. RELATED TITLES

Program Assistant-Confidential
Program Assistant Advanced-Confidential
Medical Assistant
University Services Program Associate