

## **JOB DESCRIPTION**

### **Medical Office Specialist**

**Job Title:** Medical Office Specialist

**General Summary of Duties:** Performs various clerical duties such as answering telephones, taking messages, scheduling appointments, copying materials, and creating and filing charts.

**Supervisor:** Office Manager

**Supervisory Responsibilities:** None

**Major Responsibilities/Tasks:**

1. Promptly answer telephone calls in a courteous manner, screen calls, and record messages for physicians and other personnel.
2. Schedule patient appointments and procedures in accordance with established protocols.
3. Obtain accurate information from patients and ensure that all registration forms are complete.
4. Collect patient and insurance payments and reconcile charges daily.
5. Process insurance information for the practice's billing company in a timely manner.
6. Provide information to patients regarding unpaid balances.
7. Assist physicians with rooming patients.
8. File records in the appropriate sections of patient charts and keeps patient charts in the proper order.
9. Prepare patient charts in advance and file patient charts when complete.
10. Transcribe letters and create forms as needed.
11. Copy patient information and forward it to the requesting party after receiving appropriate consent to release medical records.
12. Maintain the confidentiality of files and records.
13. Maintain the organization and efficiency of the front office, including the office supply inventory.
14. Maintain patient confidentiality.
15. Perform other related duties as directed or assigned.

**Education:** High school graduation or GED.

**Experience:** Minimum of three years medical office experience, including medical billing experience.

**Performance Requirements:**

*Knowledge:*

1. Knowledge of the practice's policies and procedures.
2. Knowledge of medical terminology and insurance practices.
3. Knowledge of grammar, spelling, and punctuation for effective communication.
4. Knowledge of computer programs and applications.

*Skills:*

1. Skill in using office equipment and in handling paperwork and filing adequately.

2. Skill in handling incoming phone calls and triaging appropriately.
3. Skill in written and verbal communication.
4. Skill in gathering, interpreting, and reporting insurance information.

*Abilities:*

1. Ability to work effectively as a team member with physicians and other staff.
2. Ability to sort and file materials correctly by alphabetic or numeric systems.
3. Ability to interpret and understand insurance benefits and reimbursement.
4. Ability to flexibly respond to changing demands.
5. Ability to organize and prioritize tasks effectively.
5. Ability to communicate clearly.
6. Ability to work with little supervision.
7. Ability to establish and maintain effective working relationships with patients, employees, and the public.

**Equipment Operated:** Standard office equipment, including computers, fax machines, copiers, printers, telephones, etc.

**Work Environment:** Position is in a well-lighted office environment. Occasional evening and weekend work. Varied activities including sitting, standing, walking, reaching, bending, and lifting.

**Mental and Physical Requirements:** Involves sitting approximately 90 percent of the day, walking or standing the remainder. Occasionally lifting and carrying files that can weigh up to 20 pounds. May require working under stressful conditions.

This description is intended to provide only the basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities, and working conditions may change as the practice's needs evolve. Regular and predictable attendance is an essential function of every job.