

EMPLOYEE:

CLAIM #



Job Analysis Form

ALTERNATE FORMAT AVAILABLE

JOB TITLE Clinic Clerk-Scheduler **JOB CLASSIFICATION** Administrative Specialist II

DOT TITLE Administrative Assistant **DOT NUMBER** 169.167-010

DEPARTMENT Public Health, Seattle-King County

DIVISION Community and Health Services

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE 14

CONTACT'S NAME & TITLE Gale Carmony, Public Health Administrative Support Supervisor

CONTACT'S PHONE 206-205-1186

ADDRESS OF WORKSITE

2124 4thth Avenue
Seattle, WA 98121

VRC NAME Kyle Pletz

DATE COMPLETED 12/21/04

VRC NAME Jeff Casem

DATE REVIEWED 7/14/09

WORK HOURS

40 hours per week, 8 hours per day, Monday through Friday; 8:30am-5:30pm or 8:15am-5:15pm. 2 15-minute breaks and a 1-hour lunch break per day. Some rotating evenings and weekends are required.

OVERTIME (Note: Overtime requirements may change at the employer's discretion)
Rare and optional, in accordance with business demand.

JOB DESCRIPTION

The Clinic Clerk partners with nurses, physicians, nutritionists, health services assistants, social workers and other clinic staff to provide customer service to clients and administrative support in the Family Health, Family Planning/STD's, Immunizations, Family Support Services, Oral Health and Obstetrics programs. The person working in this position will be part of a two-person team primarily doing scheduling at the clinic appointment desk. Schedulers see a high volume of people in person and over the phone. Duties will include scheduling appointments for family health, family planning, general immunization, travel immunization and dental clinic. The person in this position will be cross-trained to perform check-in and check-out functions and will be rotating through those work areas for up to 30% of the time.

ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.

5. Ability to work independently or part of a team; ability to interact appropriately with others.
6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

JOB SPECIFIC REQUIREMENTS

Alphanumeric filing skills, basic math skills, and the ability to enter data with at least 85% accuracy and a minimum of 3000 keystrokes per hour (applicants will be tested in these skills). Skills using word processing and spreadsheet software to complete assigned clerical tasks (applicants will be tested in these skills). Must be skilled at operating automated clinical practice management systems including, but not limited to, patient look up, patient scheduling and charge entry functions. Must be skilled at providing excellent customer service with discretion, patience and professionalism in person and over the phone. Must have demonstrated knowledge of good customer service etiquette and concepts. Must be skilled at communicating in a pleasant, non-judgmental, respectful, culturally sensitive manner under varying levels of stress (this may include high levels of noise, limited resources, etc.). Must have skills in handling difficult interpersonal interactions with discretion and diplomacy; maintaining confidentiality; use of multi-line telephone systems as well as other office equipment including TDD machines, fax machines, copiers, label makers, and printers. Must have the ability to gain functional knowledge of medical terminology. Must possess skills in working as part of a team and independently. Must have the ability to move up to 25 pounds from one location to another to deliver files and mail. Must also have the ability to repeatedly sit and stand (approximately 40 times) throughout the day in order to serve customers and retrieve charts and related materials. When working check-in or check-out, must be able to repeatedly sit/stand 50-180 times and lift up to 25# from one area location to another. This clinic serves approximately up to 60 patients per day at the front counter and 500-600 per week via the telephone. There are two Clinic Clerks serving these patients. Must have skills in prioritizing and completing multiple tasks simultaneously; problem solving; working with a diverse population, adapting to changes in workload demands, providing training. Must possess organizational skills and have the ability to learn, interpret, and apply complex policies and procedures. The selected candidate will be required to pass a thorough background investigation. Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law. This position is part of a clerical pool and will be cross-trained to fill in for other clinic clerical positions as needed. May be trained to enter payroll data and reconcile paycheck errors. Incumbents may be required to train other staff on the duties performed by this position.

ESSENTIAL FUNCTIONS

1. Schedules a high volume of client appointments each month and determine the type of appointment and provider needed.
2. Greets, screens, and triages a high volume of clients in person and on the telephone.
3. Responds to inquiries from clients and providers regarding public health services.
4. Provides clinic and program information that requires limited interpretation of established policies, procedures and other relevant sources to internal and external customers over the telephone, in writing and in person.
5. Deals with sensitive and /or potentially volatile situations.
6. Monitors client flow in the patient waiting area.
7. Monitors and adjusts client and provider schedules.

8. Determines client financial status and insurance coverage.
9. Informs patients of their rights and responsibilities, assist with consent forms, and ascertain client's referral needs (i.e., medical care, insurance coverage and/or basic social service needs).
10. Explains complex insurance coverage and billing/payment policies and procedures to clients.
11. Alerts providers to issues that may be of concern, such as suspected abuse or neglect.
12. Utilizes Windows-based and other software to register clients, determine medical coverage and eligibility, schedule appointments and generate client encounter and billing reports. Data entered will include complex text and numbers.
13. Resolves billing errors and denials, track outstanding patient balances.
14. Assess and collect fees.
15. Uses specialized terminology and codes to accurately enter data and for caseload reports and billing. Incumbents create, update, and maintain charts/records. Clerks identify and correct errors to ensure data accuracy and generate daily and monthly participant statistics.
16. Participates in team meetings and help implement clinic flow adjustments, program changes and new procedures.
17. Accepts packages and deliveries. Sorts and delivers mail.
18. Performs data entry for encounters for family health, family planning, adult medical nutrition consults, general immunizations and travel immunization clinics.
19. Completes payment transactions from clients using debit/credit card machine and cash register.
20. Completes the resolution of open encounter report.
21. Triage clinic phone lines.
22. Performs reminder calls to patients.
23. Handwrites cards for medical records.
24. Delivers charts to providers within clinic.
25. Cross trains in a variety of AS II duties to back-fill during staffing shortages; could possibly include check-in; appointment desk; medical records; and dental clinic.

PERSONAL PROTECTIVE EQUIPMENT USED

Antibacterial hand wash.

OTHER TOOLS & EQUIPMENT USED

Equipment used may include a computer, multi-line telephone, printer, shredder, copy machine, fax machine, typewriter, label printer, card printer, calculator, stapler, and hole punch. The incumbent utilizes software programs including Signature, Veripoint, Adaptis, Child Profile, SKIIS (Seattle King County Immunization Information System), WAMed (DSHS website for medical coupons) and Microsoft Office programs.

PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED

Continuously = occurs 66-100% of the time

Frequently = occurs 33-66% of the time

Occasionally = occurs 1-33% of the time

Rarely = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

Highly Repetitive = Repeating the same motion every few seconds with little or no variation for more than two hours total per day.

This job is classified as

Light—exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly. A job is light if involves less than or up to the indicated pounds of force and one or more of the following apply; walking and standing to a significant degree, sitting and pushing/pulling of arm or leg controls, or constant pushing and pulling to maintain a production rate even when weight is negligible.

Standing

Health Care Provider initials if restricted _____

Occasionally on flat, carpeted and linoleum surfaces for up to 5-10 minutes at a time for up to 2 hours total in a work shift. Most commonly occurs while using the copy machine, fax machine, cash register and debit/credit machine as well as when, filing, sorting mail or speaking with patients and providers. The employee can alternate between sitting and standing during most duties.

Walking

Health Care Provider initials if restricted _____

Occasionally on flat carpeted surfaces for distances of up to 75-100 feet at a time for up to 5 minutes at a time for up to 2 hours in a work shift. Most commonly occurs while walking within the clinic between the workstation, conference rooms, nurses' station, dental clinic, copy room, records room (2nd floor) and front desk. The employee also walks when tracking down providers.

Sitting

Health Care Provider initials if restricted _____

Continuously on an office chair for up to 1 hour at a time for up to 6.5 hours total in a work shift. Most commonly occurs while performing computer work, performing data entry, scheduling appointments and answering the telephone as well as conversing with clients at the front desk. When cross trained for check-in and check-out may be sitting continuously for up to 30 minutes at a time for up to 5.5 hours total in a work shift.

Bending neck up

Health Care Provider initials if restricted _____

Occasionally for up to 3-5 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs while looking for items on upper shelves, while sitting down and speaking to clients at the front counter who are standing.

Bending neck down

Health Care Provider initials if restricted _____

Frequently for up to 5 minutes at a time for up to 4 hours total in a work shift. Most commonly occurs while reviewing documents and files, scheduling appointments, dialing the telephone and using the debit/credit card machine. The employee serves approximately 30 patients at the front counter per day. When working check-in or check-out occurs frequently for up to 2 minutes at a time for up to 2 hours total.

Bending/Stooping

Health Care Provider initials if restricted _____

Occasionally on flat carpeted and linoleum surfaces for up to 1-2 minutes at a time for up to 30 minutes total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the

copy machine, searching through low file drawers and filing. Bending/stooping may be reduced by alternating with squatting or kneeling.

Kneeling

Health Care Provider initials if restricted _____

Rare on flat carpeted and linoleum surfaces for up to 1 minute at a time for up to 5 minutes total in a shift when retrieving supplies from low shelves or cabinets, using the label printer, manipulating UPS boxes, adding paper to the copy machine, searching through low file drawers and filing. Kneeling may be reduced or avoided by alternating with squatting or bending/stooping. When working check-in or check-out the employee kneels occasionally for up to 5 minutes at time for up to 30 minutes total. Extended filing duties occur approximately once per month for up to 2 hours in a shift; approximately 1/3 of that time could be spent kneeling. On some occasions the employee may need to pull their own charts when Medical Records is unavailable.

Squatting

Health Care Provider initials if restricted _____

Rare on flat carpeted and linoleum surfaces for up to 1 minute at a time for up to 5 minutes total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the copy machine, searching through low file drawers and filing. On some occasions the employee may need to pull their own charts when Medical Records is unavailable. Squatting may be reduced by alternating with bending/stooping or kneeling. When working check-in or check-out the employee squats occasionally for up to 5 minutes at a time for up to 30 minutes total. Extended filing duties occur approximately once per month for up to 2 hours in a shift; approximately 1/3 of that time could be spent kneeling.

Reaching above shoulder height

Health Care Provider initials if restricted _____

Occasionally on flat carpeted surfaces for up to 10 seconds at a time for up to 10 minutes total in a work shift while placing and removing supplies and files out of high file drawers and cabinets as well as reaching for objects on the front counter while seated and placing and removing charts. The employee also reaches above the shoulder when providing/receiving the bathroom key, paperwork, medical cards and appointment cards for clients. The employee may need to pull their own charts when Medical Records is not available.

Reaching at waist to shoulder height

Health Care Provider initials if restricted _____

Continuously and highly repetitive for up to 2 hours at a time for up to 6 hours total in a work shift while typing, operating the computer mouse, writing, operating copier and other office machines, placing and removing office supplies and files out of drawers and cabinets as well as placing and removing charts when medical records is not available.

Reaching at knee to waist height

Health Care Provider initials if restricted _____

Occasionally for up to 10 seconds at a time for up to 10 minutes total in a work shift while loading a ream of paper in to the copy machine and loading the label printer as well as placing and removing files, charts and office supplies from cabinets and drawers.

Reaching at floor to knee height

Health Care Provider initials if restricted _____

Rare on flat carpeted and linoleum surfaces for up to 1 minute at a time for up to 5 minutes total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the copy machine,

searching through low file drawers and filing. When working check-in or check-out the employee reaches floor to knee height up to 5 minutes at a time for up to 30 minutes total in a shift. Extended filing duties occur approximately once per month for up to 2 hours in a shift; approximately 1/3 of that time could be spent kneeling. On some occasions the employee may need to pull their own charts when Medical Records is unavailable.

Lifting 1-10 pounds

Health Care Provider initials if restricted _____

Occasionally for up to 1 minute at a time for up to 30 minutes total in a work shift. Most commonly occurs with weights of 1-5 pounds while lifting paper for the photocopy machine, various office supplies, documents, files, charts, mail, packages and binders.

Carrying 1-10 pounds

Health Care Provider initials if restricted _____

Occasionally for distances of up to 100 feet for up to 3 minutes at a time for up to 20 minutes total in a work shift. Most commonly occurs with weights of 1-5 pounds while transporting office supplies, paper, charts, mail, packages, cards for medical records and packets of forms. When working check-out or check-in occasionally the employee may carry weights of 3-10 pounds while transporting office supplies, paper, charts and packets of forms. Extended filing duties occur approximately once per month for up to 2 hours in a shift; approximately 1/3 of that time could be spent kneeling. On a rare occasion the employee may need to pull multiple missing charts from medical records. A cart can be used to reduce carrying.

Lifting 11-20 pounds

Health Care Provider initials if restricted _____

Rare for up to 10 seconds at a time for up to 30 seconds total in a work shift. Most commonly occurs with weights of up to 20 pounds while manipulating a bin of mail.

Carrying 11-20 pounds

Health Care Provider initials if restricted _____

Rare for 1 minute at a time for distances of up to 60 feet for up to 5 minutes in a shift. Most commonly occurs with weights of 20 pounds while transporting a bin of mail once per day as well as UPS packages. The employee can reduce carrying by using a cart.

Lifting 21-50 pounds

Health Care Provider initials if restricted _____

Rare for up to 10 seconds at a time for up to 30 seconds total in a work shift. Most commonly occurs with weights of up to 25 pounds while manipulating a box of forms or files as well as a bin of mail.

Carrying 21-50 pounds

Health Care Provider initials if restricted _____

Rare for 1 minute at a time for distances of up to 60 feet for up to 5 minutes in a shift. Most commonly occurs with weights of 25 pounds while transporting a box of forms, mail or files one time per week. The employee can reduce carrying by using a cart.

Pushing and Pulling

Health Care Provider initials if restricted _____

Occasionally for up to 3 seconds at a time for up to 10 minutes total in a work shift with a pushing/pulling force of 3-7 pounds. Most commonly occurs while opening and closing office doors and drawers as well as when using a cart with a bin of mail on it and pushing/pulling charts on/off of shelves.

Handling

Health Care Provider initials if restricted _____

Occasionally for up to 3 minutes at a time for up to 2 hours total in a work shift while manipulating files and charts as well as using the telephone (when a headset is unavailable or broken) and computer mouse. The employee may need to handle more charts when filling in for the dental clinic.

Operating Controls with Hands

Health Care Provider initials if restricted _____

Occasionally to frequently for up to 2 minutes at a time for up to 3-4 hours total in a work shift while using a computer mouse to schedule appointments.

Fingering

Health Care Provider initials if restricted _____

Continuously for up to 15 minutes at a time for up to 7 hours total in a work shift while performing data entry, writing, scheduling appointments using a computer keyboard, dialing the telephone and operating a computer mouse as well as manipulating files and documents.

Talking

Health Care Provider initials if restricted _____

Frequently for up to 20 minutes at a time for up to 7.5 hours total in a work shift while conversing with co-workers about assignments, as well as providing customer service and scheduling appointments for patients in person or via telephone. The employee also converses with providers, supervisors and nurses.

Hearing

Health Care Provider initials if restricted _____

Frequently for up to 20 minutes at a time for up to 7.5 hours total in a work shift while conversing with co-workers about assignments, as well as providing customer service and scheduling appointments for patients in person or via telephone. The employee also converses with providers, supervisors and nurses.

Seeing

Health Care Provider initials if restricted _____

Continuously for up to 30 minutes at a time for up to 7.5 hours total in a work shift while reading documents and looking at computer screen while typing. The employee also uses vision to identify potentially dangerous situations as well as approaching persons.

Working with Heightened Awareness

Health Care Provider initials if restricted _____

Continuously for up to 2.5 hours at a time for up to 7.5 hours total in a work shift while providing service to the general public which may include potentially hostile persons or persons with infectious/communicable diseases/conditions.

ENVIRONMENTAL FACTORS

Work is performed at a front desk in a public health clinic setting in close proximity to other workers. Copy machine, telephone ringers, and screaming or crying children are the loudest noises in the office. The employee is exposed to persons with infectious or communicable diseases or sicknesses. The worker also continuously interacts the general public, including potentially violent or hostile persons. Worker can be exposed to bodily fluids and biohazards on an occasional basis.

The noise level is

Approximately 50-60 decibels. The noise is caused by office sounds and screaming/crying children.

HCP Initials if Restricted

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Work environment may include the following exposure(s):

Fumes: Rare
Odors: Occasionally
Dusts: Rare

HCP Initials if Restricted

POTENTIAL MODIFICATIONS TO JOB

Adjustable ergonomic chair with seat pan tilt for increased comfort while sitting for an extended duration.
Telephone headset.
Foot stool for added comfort when sitting for extended durations.
Utilize a cart to reduce carrying when delivering mail and packages.
Split up contents of mail bin to reduce weight lifted.

SIGNATURES

Signatures on this page are obtained before the document becomes available for use and are not required each time the document is reused. Obtained signatures are kept on file at King County Safety & Claims. The Health Care Provider signature section is separate and appears on the following page.

Printed name & title of VRC evaluator

Signature of VRC evaluator

Date

Printed name & title of contact

Signature of contact

Date

Printed name & title of contact

Signature of contact

Date

HEALTH CARE PROVIDER SECTION
Check all that apply

- The employee is released to perform the described duties without restrictions on performance or work hours as of _____.
- The employee is released to perform the described duties on a reduced schedule as of _____. The recommended schedule is:

Temporary until _____ Permanent as of _____

- The employee is released to perform the described job with the following modifications:

Temporary until _____ Permanent as of _____

- The employee is not released to perform the described duties due to the following job functions:

Temporary until _____ Permanent effective _____

- The employee is unable to work in any capacity.
A release to work is: anticipated by _____ Not expected

The limitations are due to the following objective medical findings:

Printed or typed name and phone number of Health Care Provider

Signature of Health Care Provider

Date