Administrative Assistant I (Part-time)
Nurse Managed Primary Care Center
College of Health Sciences

Schedule: M-F, 8am – 12pm

CONTEXT OF THE JOB:
Under general supervision, provides secretarial and administrative duties. Serves as initial contact with NMHPCC patients seeking healthcare services via the phone and in-person. Exercises appropriate judgment in assessing patients’ needs and schedules patients’ appointments with healthcare providers in the NMPCC. Maintains compliance with HIPAA rules at all times. A member of the NMPCC team who is able to multi-task easily and assume various non-clinical responsibilities as needed within the NMPCC office. The Administrative Assistant reports directly to the Office Manager and indirectly to the NMPCC Director. This position will require occasional evening hours.

MAJOR RESPONSIBILITIES:
- Interacts in a respectful and welcoming manner on the phone or in person to everyone
- Uses the electronic health record (EHR) system independently and proficiently for patient scheduling and billing functions as assigned
- Operates a multi-line telephone system
- Documents phone and verbal messages and delivers messages to staff and healthcare providers in a timely manner
- Assists healthcare providers and staff in coordinating care for patients
- Prepares patient files each day for appointments
- Maintains-prints-modifies-distributes daily patient schedules to healthcare providers
- Schedules referral appointments as requested by NMPCC healthcare providers
- Collects and processes payments via cash, check, and credit card handling
- Processes all incoming office mail and packages
- When directed, sends copies of medical records via a secure modality
- Mails and faxes documents as directed
- Enters data into Excel spreadsheets and other electronic data base software
- Monitors and documents office and clinical supplies inventory
- Performs other miscellaneous office jobs as assigned
- Delegates responsibilities such as answering phones and greeting patients as appropriate to work-study undergraduate students

QUALIFICATIONS:
- Requires a minimum of a high school diploma or GED, with one to two years of clerical experience involving public contact.
- Medical office program training, previous experience with electronic medical record software, knowledge of medical terminology, ability to interpret medical records and previous patient interaction preferred.
• Computing skills including email and word processing
• High level of accuracy and attention to detail
• Sensitivity to the needs of others.
• Ability to maintain good public relations.
• Ability to communicate effectively and interact well with people of all ages and diverse backgrounds.

WORKING CONDITIONS:
• Possible exposure to communicable diseases and unpleasant sights.
• May encounter emotionally upset patients and visitors.
• May require travel to other campus locations.
• May require occasional evening hours.

To Apply: Please email your resume and cover letter to Patti Szwetkowski, Office Clinical Manager at pattisz@udel.edu