Position: Administrative Assistant I – Nurse Managed Primary Care Front Desk

Location: STAR Campus, Health Sciences Complex

Pay: $15.25 per hour

CONTEXT OF THE JOB:

Under general supervision, performs secretarial and administrative duties. Serves as the initial contact with Nurse Managed Primary Care Center 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 some 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, registration and billing functions as assigned and ensures information is updated.
- Operates a multi-line telephone system.
- Documents phone and verbal messages and delivers messages to staff and healthcare providers in a timely manner.
- Maintain, print, modify and distribute daily patient schedules to healthcare providers.
- Schedules referral appointments as requested by NMPCC healthcare providers.
- Collects and processes copayments and balances on accounts via cash, check, and credit card; transports cash deposits.
- Verifies insurance authorizations and referrals. Processes all incoming office mail and packages. When directed, sends copies of medical records, and processes all incoming/outgoing medical records requests via a secure modality.
- Mails and faxes documents as directed.
- Enters data into Excel spreadsheets and other electronic data base software.
- Ensures opening and closing responsibilities are completed daily.
- Performs other duties as assigned.

QUALIFICATIONS: High school diploma or GED, with one to two years of experience, or an equivalent combination of education and experience. Medical office experience preferred. Computing skills including email and word processing. High level of accuracy, attention to detail and ability to prioritize. Sensitivity to the needs of others. 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. Will require some evening hours.

Resumes should be sent via email to Carolyn Haines at the following email address: chspart-timejobs@udel.edu.