

# MASONIC VILLAGE

## POSITION DESCRIPTION

Position Title: Outpatient Services Assistant FLSA Status:

Department: Resident Services

Supervisor Title: HIM & Outpatient Services Manager

**I. POSITION OBJECTIVE**

Performs clerical duties as required in the Outpatient Services/Clinics department to include coordinating and scheduling appointments for various ancillary clinics.

**II. ORGANIZATIONAL COMPETENCIES**

**Serving Others**

* Listens to their customers to identify and clarify their needs.
* Works with leadership and co-workers to develop workable solutions that best fit the needs/wants presented by the customer.
* Maintains a beneficial working relationships with all of our customers through continued communication.
* \*Customer is defined as resident, families, co-workers and vendors.

**Teamwork**

* Exhibits teamwork through the ability and willingness to work and communicate with the members of the organization in achieving Masonic Villages’ goals.
* Provides support and resources to assist in the success of the team and how it interacts with other teams within the organization.
* Provides timely, constructive, and respectful feedback to the team and team goal(s).
* Assists co-workers in the completion of tasks.

**Trust and Respect**

* Exhibits actions and behaviors that are respectful toward creating an environment where all individuals are treated with compassion, dignity, and honesty.
* Relationships are built on treating others as we want ourselves to be treated. Exhibits an understanding and acceptance of cultural differences.
* Respect for co-workers in timely attendance, active engagement at meetings and following through on the completion of job duties or assignments.

**Personal Accountability**

* Engaged in the success of the organization through commitment to Masonic Villages Mission, Vision, and Values. Personally adheres to the Personnel Policy Handbook and the Code of Conduct of the Masonic Villages.
* Assists co-workers and others in following the established employment guidelines and policies of the Masonic Village.

**Personal Responsibility**

* Takes ownership of his/her actions and words.
* Models behavior that results in thoughtful decision making, critical thinking, and problem solving.
* Successfully completes assigned tasks and job duties, and if needed, requests guidance/assistance for tasks and job duties from leadership and co-workers.
* Willingly assists co-workers as they learn new tasks and job duties and will assist with the completion of a job or task that requires more than one person for completion.
* Is punctual to begin work at the designated start time of each shift and leaves work at the designated end time of each shift.
* Understands that consistent work attendance is required and avoids excessive absenteeism. Will follow Masonic Villages and/or departmental guidelines for attendance.

**III. ESSENTIAL FUNCTIONS/PROFESSIONAL COMPETENCIES**

1. Welcomes visitors, residents, and employees who present to the clinics area and assists them with their inquiries.
2. Schedules appointments in the appropriate systems and assures residents and/or nursing staff are notified of appointments in a timely manner.
3. Assists in completing and copying appropriate documents and medical records as necessary. Securely send schedules to consulting providers as necessary. Maintains accurate files and makes necessary copies.
4. Reviews daily census and updates schedules for residents who have been discharged.
5. Prepares and maintains accurate procedures and guidelines for scheduling residents according to the respective clinic’s operational needs.
6. Enters laboratory orders into reference lab system for HCC and PC residents.
7. Retrieves radiology and dexascan records as needed and disposes of records according to policy.
8. Performs pacemaker checks as needed.
9. Transcribes reports in an accurate and timely manner as requested.
10. Assists clinics (audiology, podiatry, ophthalmology, etc.) with retrieval of information as needed.
11. Prepares and submits daily, monthly, and annual statistical reports as directed.

**IV. KNOWLEDGE / EXPERIENCE REQUIREMENTS**

1. Medical background required.
2. Graduate from accredited medical secretarial school preferred.
3. Experience with scheduling of appointments and provider office work preferred.
4. Computer skills required.
5. Knowledge of coding and Medicare guidelines helpful.

**VI. PHYSICAL JOB REQUIREMENTS**

**See Physical Job Requirements Checklist in Human Resources**

**VII. APPROVALS FOR POSITION DESCRIPTION**

Gary W. Wylde \_\_\_

Name (Please Print) Signature

Director of Resident Services 06/08/2020

Title Date

*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.*