



JOB DESCRIPTION: MEDICAL SECRETARY

Classification: Non-Exempt
 Reports To: Physicians / Physician Assistants
 Date: February 2021

MAIN FUNCTION	Responsible for creating a great patient service experience. Provide excellent support to clinicians, patients and co-workers.
Duties and responsibilities	<p>1. Medical Secretary Duties and Responsibilities</p> <ul style="list-style-type: none"> - Answer phone calls and schedule appointments for assigned provider(s) - Schedule surgeries and procedures - Manage calendars for each assigned provider and ensure calendar availability is updated - Update schedule every day to ensure all necessary information for the appointment is available (reports and results loaded in ECW) - Complete disability paperwork and all other forms sent via mail for assigned provider(s) - Complete medical records request for assigned provider(s) - Process all incoming mail addressed to assigned provider(s) - Confirm appointments. Reschedule and cancel as needed and document into ECW account - Create cancellation list for each provider and fill in any cancellations using this list to ensure a full schedule - Monitor service mailbox and distribute or process any incoming faxes for assigned provider(s) <p>2. Work Quality</p>

- Performs duties in an accurate and organized manner
- Adheres to policies and procedures in performance of duties
- Ensures knowledge of job and asks questions when unsure
- Completes duties within appropriate timeframes

3. Personal Attributes

- Shows initiative and dependability including punctuality and attendance
- Displays good judgement
- Cooperates and is flexible
- Follows appropriate dress code presenting a professional image

4. Customer Service

- Fosters a culture of outstanding patient service showing courtesy in interactions with patients, physicians and co-workers
- Presents good telephone skills
- Responds promptly to patient needs and co-workers requests

5. Communication and Teamwork

- Expected to be a positive and responsible team member with a good attitude
- Presents good oral and written communication skills.

6. Professional competence

- Participates in continuing education and other learning experiences
- Welcomes suggestions and recommendations

7. Philosophy

- Supports the practice's ideology, mission, goals and objectives

	<ul style="list-style-type: none"> - Performs in accordance with the practice's policies and procedures - Follows the practice's standards for ethical business contact - Recognizes patients' rights and responsibilities - Participates in meetings, in-services and activities - Seeks out additional assignments and duties
Qualifications	<p>Education / Experience</p> <ul style="list-style-type: none"> - General office experience - Scheduling, Telephone Skills and Typing experience - Business Knowledge - Organization and Time Management Skills - Customer Service and Verbal Communication Skills - PC proficiency and Reporting Skills
Physical Demands and Work Environment	<ul style="list-style-type: none"> - While performing the duties of this job, the employee routinely is required to sit; walk; talk and hear; use hands to keyboard, finger, handle and feel, stoop, kneel, crouch, twist, reach, and stretch. - The employee is required to move around the office. - Specific vision abilities include close vision, color vision, peripheral vision, depth perception, and ability to focus. - May occasionally lift and/or move up to 30 lbs.

Employee Signature

Date

Supervisor Signature

Date