

CARBON COUNTY MONTANA

JOB DESCRIPTION



POSITION: Public Health Clerk

REPORTS TO: Public Health Director

DEPARTMENT: Public Health

SCHEDULE: Monday-Friday, 9:00am-4:00pm
(1/2 hour lunch)

- Full-Time (40 hours) Part-Time Benefit Eligible (30-39 hours) Part-Time (≤29 hours)
 Permanent Seasonal Temporary Grant-Funded Short-Term
 Exempt Non-Exempt
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PURPOSE OF THE JOB: The Clerk will provide clerical support to the Public Health Department to diligently help maintain smooth office operations. This will be achieved by overseeing the billing process for the clinic, assist PH staff with patient referral and the follow-up process, assist in patient contact from initial to discharge, be a hub for local resources and connect community members to those resources, perform clerical duties including typing, filing, and data entry. In addition, the Clerk will operate office machines including copiers, scanners, phone and voicemail systems, computers, and other standard office equipment, answer phones, and direct calls to appropriate individuals, and prepare messages, manage calendars and schedule meetings, trainings and events.

ESSENTIAL FUNCTIONS:

Greet all visitors to the Public Health Department, including patients, and offer guidance as needed, specifically directing them to the appropriate department or individual they are there to see;

Answer and direct phone calls, take and respond to messages and general emails for the Public Health Department;

Schedule patients on the Public Health Nurse Schedule when appropriate and refer patients to an RN for appointment triage per clinic standard operating procedure;

Schedule patients on the Case Management schedule when appropriate and refer patient's to the Community Care Coordinator when appropriate;

Ensure efficient patient check-in, completion of required paperwork, locating necessary paperwork to assist in completion of submitted claims. Assist patient with paperwork when needed and answer general questions in regards to the Public Health Clinic process;

Facilitate productive communications within the department and field interactions with the public;

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Schedule and coordinate meetings and trainings. Prepare agendas, take and distribute meeting minutes, prepare attendance rosters and ensure completion, prepare and set up conference room

Provide personalized support and clerical assistance for Public Health staff;

Responsible for timely and accurate billing for the Public Health Clinic;

Responsible for follow-up on rejected claims and resubmission for payment in a timely manner;

Collect and receipt funds received through the Public Health Clinic and prepare for deposit;

Ensure patients fully understand the sliding fee scale, billing process, and any upfront costs associated with their visit including co-pays, out of pocket amounts, etc.;

Arrange and confirm travel arrangements for Public Health staff members;

Keep accurate and complete records and data on patient encounters, referrals and follow ups, maintain patient files, and organize and file appropriately;

Maintain all patient data, records and records requests in compliance with HIPPA Privacy and Security rules;

Maintain department security by following processes put in place, create and maintain visitor/volunteer logbook and time reports, ensure volunteer release forms are complete, create, issue and collect visitor/volunteer badges;

Assure all paperwork necessary for visitors/volunteers is complete.

OTHER DUTIES AND RESPONSIBILITIES:

Maintain Public Health fleet vehicles including routine vehicle maintenance, record-keeping, mileage reports, gas cards, etc.;

Create and maintain Public Health equipment and inventory logs;

Prepare materials for Public Health;

Assist in managing public calendars when requested;

Inventory and submit office supply requests;

Run errands for Public Health Department when requested by the Public Health Director and/or the Clinic RN/Staff Coordinator;

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Collaborate with County Departments, outside agencies and other staff in an effective and professional manner;

Assist with activities that may occur outside of regular working hours when requested and approved by the Public Health Director;

Develop and nurture professional relationships with coworkers, department leadership, County staff and others;

In the event of an emergency this position will fulfill all duties assigned by the Public Health Director, Clinic Nurse/Staff Coordinator, PHEP Contractor, and/or Incident Commander. You will be asked to perform those duties that are assigned to you during an emergency;

Other duties as assigned.

KNOWLEDGE AND SKILLS:

Proficient in the use of all necessary software for Public Health and able to assist other staff with necessary software;

A solid understanding of office procedures and practices;

Experience in medical billing and coding (certification preferred);

Experience with medical billing processes and software (i.e. CureMD);

Ability to maintain high standards of accuracy, confidentiality, integrity, and compliance with HIPAA;

Able to communicate effectively orally and in writing;

Must be self-motivated and able to work independently, self-starter.

FISCAL RESPONSIBILITY:

Responsible for submitting patient billing to insurance providers, receipting payments from patients;

EXTENT OF PUBLIC CONTACT:

Extensive, constant contact with a variety of people, including the public, other staff, contractors, volunteers, visitors, etc.

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WORKING CONDITIONS AND ENVIRONMENT:

Physical Activity:

- Repetitive Motion: Never Occasionally Frequently Continually
(repeating movements of arms, hands and wrists)
- Talking: Never Occasionally Frequently Continually
(express or exchange ideas verbally)
- Hearing: Never Occasionally Frequently Continually
(perceive sound by ear)
- Seeing: Never Occasionally Frequently Continually
(obtain impressions through the eye)

Activity Level:

- Sedentary
(occasionally lift/carry up to 10 pounds or push/pull small objects; sits most of the time; infrequent to occasional walking/standing)
- Light
(frequently lift/carry/push/pull up to 10 pounds and/or occasionally lift/carry/push/pull up to 20 pounds; frequent walking/standing or sitting most of the time while using arms/legs to push/pull)
- Medium
(occasionally lift/carry/push/pull 20-50 pounds and/or frequently lift/carry/push/pull 10-20 pounds and/or continuously lift/carry/push/pull 10-20 pounds; occasional to frequent walking/standing)
- Heavy
(occasionally lift/carry/push/pull 50-100 pounds and/or frequently lift/carry/push/pull 20-50 pounds and/or continuous lift/carry/push/pull 10-20 pounds; occasional to frequent walking/standing)
- Very Heavy
(occasionally lift/carry/push/pull 100+ pounds and/or frequently lift/carry/push/pull 50+ pounds and/or continuous lift/carry/push/pull of 20+ pounds; occasionally to frequent walking/standing)

This job description in no way states or implies that these are the only duties to be performed by this employee. The employee will be required to follow any other instructions and to perform any other duties upon the request of the supervisor or other governing entity.

Employee Signature

Supervisor Signature

Date

Date

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FOR OFFICE USE ONLY

JOB DESCRIPTION: APPROVED DENIED

SALARY SCHEDULE: ADMIN CLERK DISPATCH NURSE ROAD SHERIFF

Presiding Officer Signature

Date

COMMENTS: