

ORANGE COUNTY CLASS SPECIFICATION

TITLE: PATIENT SERVICES ASSISTANT **GRADE:** 10

TITLE ABBREVIATION: PATIENT SVC ASST **TITLE NO.:** 6562

JURIS.CL: C **SALARY CODE:** 01 **UNIT:** **EEO CODE:** AS **FLSA CODE:** NE(2)

DEPARTMENT: HEALTH DEPARTMENT **DIVISION:** PATIENT SERVICES

SUPERVISOR'S TITLE: DIRECTOR OF PATIENT SERVICES

DISTINGUISHING FEATURES OF THE CLASS: An incumbent in this position is responsible for the performance of support functions associated with the administration of public health patient care services. The purpose of the class is to relieve the professional staff of the more-routine tasks and duties. The work is performed in accordance with established policies and procedures with leeway allowed in carrying out the details independently. Supervision of others is not a function of the position. Incumbent performs related work as required.

TYPICAL WORK ACTIVITIES:

Assists the Director of Patient Services in the area of vendor contracts which augment patient care services provided by the Health Department (such as homemaker agencies, speech, physical or occupational therapies, etc,);

Prepares, compiles data and monitors patient care service contracts; processes documents and reviews paperwork for completeness; acts as a point of contact between the vendor and other county departments;

Verifies claims presented to the Health Department for payment; resolves clerical errors and discrepancies; negotiates with hospitals for lower reimbursement rates;

Assists supervisory staff with processing clinical documentation submitted through integrated patient systems database; troubleshoots computer problems and resolves same with Information Technology staff;

Tracks rabies exposures and completes reports to be submitted to the New York State Department of Health; compiles bills for reimbursement; contacts hospital billing departments to resolve billing issues;

Collects and compiles data files; downloads files from integrated home care computer database and submits files electronically to New York State Department of Health; corrects errors and marks files for re-try; acts as point contact for division with New York State;

Tracks and maintains medical supply inventory; orders all pharmaceuticals for division clinics; checks for competitive pricing and prepares requisitions using computerized database;

Receives pharmaceutical supplies from vendors, logs, and distributes supplies to appropriate clinics;

Compiles statistical data and prepares spreadsheets and reports using computer applications such as word processing, spreadsheets, e-mail or the internet;

Establishes priorities and coordinates work activities to meet deadlines; provides assistance and direction to clerical support staff in areas of the division's policies and procedures;

Prepares a variety of correspondences for the Director of Patient Services; processes grants and legislative requests for the division.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of public health programs and services related to public nursing, immunization, communicable diseases and prevention; good knowledge of office practices and procedures; knowledge of appropriate content of medical records and the origins of clinical information; skill in computer applications including standard word processing, spreadsheets, e-mail and internet; ability to demonstrate keyboard proficiency; organizational skill; ability to follow oral and written instructions; ability to communicate effectively and establish good working relationships; accuracy; tact; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either

- (A) Completion of 60 credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees and two (2) years of office clerical experience in a health or human services agency; OR
- (B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of office clerical experience in a health or human services agency; OR
- (C) An equivalent combination of training and experience as defined by (A) and (B) above.

ADOPTED: 03/10/2012 dmc