

San Diego Community College District

NANC JOB DESCRIPTION

Title: Health Services Assistant

Unit: Non-Academic/Non-Classified Service

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Job Code: N1390

Original Date: 08/2008

Last Revision: 04/2018

Staff Type: NANCE

FLSA status: Non-Exempt

FUNCTION:

Under the direction of the Director of Student Health Services, College Nurse, and/or Nurse Associate, perform the duties of the front medical office receptionist.

DESIRABLE QUALIFICATIONS:

Knowledge of modern office practices, procedures, and equipment, including computer hardware and software and record-keeping techniques. Ability to prepare correspondence and reports, decipher medical records in written format, understand and follow oral and written directions, communicate effectively both orally and in writing, and establish and maintain effective working relationships with others. Formal class work or on the job training in office receptionist duties, preferably medical office work. This training can be ongoing, such as a student in a Medical Assistant/ Medical Office Assistant/ Licensed vocational nursing or nursing program.

Certification in CPR for Health care professionals and First Aid Training and certification is desired.

TYPICAL DUTIES INCLUDE:

- Greet patients/students at the reception desk and prepare charts (medical records) as necessary.
- Answer telephones; schedule and confirm appointments.
- Provide forms, assistance, and information to students, faculty, and the general public.
- Contact insurance companies.
- Prepare and maintain medical records and reports.
- Maintain student insurance records.
- Provide claim forms for student accident insurance.
- Maintain medical records, technical library, and correspondence files.
- Protect the security of medical records to ensure that confidentiality is maintained.
- Operate a variety of office machines and equipment, including computer hardware and software.
- Prepare correspondence, reports, and other materials.
- Maintain inventory on all medical forms and supplies needed for medical records and front reception area.
- Receive, open, sort, and route mail.
- Collect fees from students, faculty, and staff as necessary.
- Train and provide work direction to student workers.