

## **SUPPORT SERVICES ASSOCIATE**

**JOB TITLE:** Support Services Associate

**GRADE:** 5

**JOB CODE:** 2904

**DATE:** 11/8/95

**GENERAL FUNCTION:** Under general direction has responsibility compiling all the necessary forms for registering patients, interviewing the patient to obtain pertinent non-medical information used for identification and income status according to agency and program policy, make an appointment for follow-up and may collect a fee for the services rendered by individuals receiving services from the local health department.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Assemble complete medical records containing all required forms for use in patient registration.

Assist patient in completing appropriate forms.

Interview patient to ensure completeness and accuracy of information. Respond as appropriate to questions raised by patient.

Route/direct patient to appropriate staff person for subsequent service.

Maintain patient record. Check medical records for signatures, dates, permission forms, and other pertinent information. Update record as necessary upon follow-up visit. File laboratory reports in medical record. Check coding of service rendered as appropriate.

File and return medical records prior to follow-up visit for subsequent visit.

Collect and record fee(s) obtained from patients for payment of services.

Type routine letters, labels, and other appropriate material.

Answer phone, schedule initial and follow-up appointments.

**SUPERVISION RECEIVED:** Moderate supervision under standard operating procedures; incumbent occasionally can function autonomously, with supervisor available to answer questions.

**SUPERVISION EXERCISED:** No supervisory responsibility required.

**JOB TITLE:** Support Services Associate (Cont'd)

**JOB CODE:** 2904

**JOB SPECIFICATIONS:**

**Knowledge and Abilities:**

Basic knowledge of grammar, spelling, and punctuation.

Ability to communicate effectively with other employees and the general public.

Ability to maintain alphabetical, numerical, sectional, and subjective filing systems.

Some knowledge of general office practices, procedures and equipment.

Ability to learn assigned tasks readily to prescribe to departmental routine, and follow simple oral and written instructions.

Ability to deal courteously with the public, supplying general information and directions in a clear, concise manner.

**Minimum Education, Training, and Experience Requirements:** High school diploma or GED. No experience necessary

**The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.**