



Position	Medical Secretary	Pay Range	\$15.50-18.00 per hour
Reports To	Office Manager	Effective Date	October 24, 2023
Status	Full or Part Time, Non-exempt	CEO Initials	MW

How to Apply: Click [HERE](#) to access the job application.

Organizational Summary

His Branches, Inc. is a faith based Federally Qualified Health Center specializing in creating hope, healing and reconciliation through medical care and community development in the 19th Ward and Beechwood Communities.

Position Summary

The Medical Secretary is responsible for creating an atmosphere of radical hospitality by consistently identifying and meeting each patients' unique and specific needs with dignity. Both professional and flexible, medical secretaries are ready to support patients and clinical care teams in providing physical, emotional and spiritual care with patience, expertise, and creativity. An engaging personality and compassionate attitude is preferred.

Principal Duties and Responsibilities

- Schedules medical appointments, including signing up new patients, keeping daily patient schedules, following up broken appointments and recalls.
- Receives incoming calls and messages for the health center, and provides routine information to callers.
- Prepares and processes correspondence to doctors, lawyers etc.
- Obtains, verifies, and updates patient information in the computer system and provides support services to patients and medical staff.
- Requests, locates, sends, and receives patient medical records.
- Collects and posts co-pays and/or outstanding balances, and issues receipts.
- Maintains electronic and paper medical records, following established medical record policies.
- Processes incoming lab reports, faxes, and mail (scanning as necessary), and attaches medical information to electronic medical records and/or forwards it to appropriate provider and/or other recipients.
- Arranges or assists in arranging patient transportation. Assists Office Nurse or Medical Assistant in coordinating pre-certification of 3rd party HMO referrals for specialists or hospital visits.
- Assists in the care and maintenance of office equipment.
- Completes tasks as assigned by providers or the center administrator with approval of office manager

Required Skill and Ability

- Ability to establish and maintain effective working relationships with patients, employees, and the public identified by the ability to convey compassion and confer dignity in each interaction. Demonstrate professional friendly, positive communication with patients and staff, (service with a smile)
- Ability to communicate clearly and concisely through computer, telephone, and other standard office equipment. Ability to build rapport across race/ethnicity with cultural sensitivity and demonstrate sound judgment under stress, is essential.



- Ability to read, understand, and follow oral and written instruction in English.
- Must be able drive or arrange travel in order to work at any/all His Branches, Inc locations.
- Ability to stand or sit for long periods of time, walking, climbing stairs and moving/lifting up to 40lbs.
- Experience in working with low-income, diverse and multilingual populations is highly desired.
- Experience with Medent is a plus.

Required Knowledge, Licensure/Registration and/or Experience, and Professional Development

- High school degree or GED is preferred.
- Knowledge of medical terminology and office procedures.
- Knowledge of grammar, spelling, and punctuation to type from draft copy, review and edit reports, and correspondence.
- Knowledge of basic arithmetic to make calculations, balance and reconcile figures, and make changes accurately.

Behavior and Ethics

- Agrees with the His Branches Core Values, Purpose, and Vision
- Understands and is personally committed to and enthusiastic about the goals, ideals, methods and spiritual philosophy of His Branches, Inc.
- Treats all patients, visitors, and other staff with sensitivity, respect and dignity.
- Treats all information about patients and their treatments as strictly confidential.
- Maintains cooperative spirit, dependability, and team attitude with other staff and providers with regard to handling of duties and office coverage.

Disclaimers

- This description is intended to provide only basic guidelines for meeting job requirements.
- Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.
- Nothing within this job description is intended to offer a contract or a guarantee of continued employment.
- This position requires employee to comply with all State and Federal guidelines as appropriate.