



## **JOB DESCRIPTION**

**JOB TITLE:** Medical Call Secretary

**DEPARTMENT:** Medical Secretary

**SUPERVISION RECEIVED:** Reports to Medical Secretary Supervisor

**SUPERVISION EXERCISED:** None

**JOB SUMMARY:** The Medical Call Secretary works directly with the provider(s) to provide optimal patient care by efficiently answering incoming calls, triaging patient needs, responding with patient test results, scheduling ordered office visits or testing, and any other duties defined by the providers.

### **ESSENTIAL FUNCTIONS:**

- Answer and triage incoming patient calls
- Schedule office visits and medical testing appointments
- Return calls to patients with laboratory/testing results
- Use electronic medical records for charting, tasking, e-prescribing, etc.
- Communicate with pharmacies regarding patient prescriptions (using specified guidelines of practice and prescribers)
- Document communication in patient chart
- Relay patient complaints/symptoms to provider for decision on treatment plan
- Keep track of upcoming meetings
- Track no-show appointments, charge as appropriate and contact patients to reschedule
- Fax and copy forms and records as needed
- Perform other duties deemed necessary
- Medical Call Secretaries for specialty providers will perform some duties specific to the area of specialty as directed by the provider and their delegated staff
- Medical Float Secretaries must be flexible and cover for Call Secretaries with little or no notice

### **REQUIREMENTS:**

- Professionalism, efficiency, accuracy, and courteous manner are required
- Knowledge of medical terminology
- Background in physician office procedures preferred
- Excellent communication skills to allow for successful interactions with co-workers and outside contacts are essential
- Ability to multi-task and prioritize with frequent interruptions from patients, providers, and co-workers will require excellent organizational, time and stress management skills
- Must be able to sit long hours using office equipment and computers
- Light lifting of office supplies and materials from time to time
- Basic knowledge of ICD-9/ICD-10 and CPT coding

*This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills and abilities may change as needs evolve.*