Community Health Alliance

Job Description
Pharmacy Clerk/Cashier
(PCC)

Supervisor: Director of Pharmacy Operations

Job Description: The Pharmacy Clerk/Cashier (PCC) performs all front desk activities of the Clinic Pharmacy. These activities include patient/family receipt, processing, and completion of all Rx's prescribed by CHA providers. The PCC will follow all Pharmacy and State of Nevada laws pertaining to pharmaceuticals, including patient confidentiality.

Education and Experience: High school diploma or GED equivalent and preferably previous pharmacy clerk experience.

Knowledge, Skills and Abilities:

1. Knowledge of essential functions in a busy Medical Clinic Pharmacy.
2. Knowledge of general Rx practices and procedures.
3. Knowledge of HIPPA, all three (3) Nevada Medicaid Rx plans with their procedures for Rx coverage.
4. Knowledge of an electronic medical record system
5. Knowledge of manual and electronic billing procedures
6. Knowledge of all health care services offered at each clinic site
7. Knowledge of automated billing systems
8. Skill in communicating effectively to peers, supervisors and patients and to handle stressful situations appropriately
9. Skill in operating personal computer utilizing word processing, spreadsheets, databases, email and other office equipment
10. Skill in accuracy and attention to detail
11. Ability to calculate figures and amounts for posting
12. Ability to prioritize work
13. Ability to read and write legibly, Spanish fluency is required
14. Ability to maintain confidentiality of information, most importantly patient insurance, financial and medical information according to Federal and State laws
15. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
16. Ability to work and interact effectively and positively with other staff members to build and enhance teamwork in the clinics and in the overall CHA organization
17. Ability to understand and respond appropriately, effectively and sensitively to special population groups as defined by race, ethnicity, language, age, sex, etc.
18. Ability to hear and speak well enough to converse over telephone
19. Ability to see well enough to use computer efficiently and read computer reports and correspondence
20. Ability to lift up to 20 pounds on a frequent basis
21. Reasonable accommodation will be made for physical limitations on an individual basis
22. Willingness to learn, understand and abide by CHA's policies and procedures

Community Health Alliance (CHA)

Responsibilities

Pharmacy Clerk/Cashier (PCC)

Role: Perform as an equal member of the Pharmacy Clinic Team. Perform functions of the Clinic Pharmacy Clerk/Cashier (PCC)

Check In at the Clinic Pharmacy

1. Compiles and sorts documents, such as Rx's, refill requests
2. Ensures patient/family confidentiality at all times
3. Ensure that patient/family fill out appropriate forms and checks for accuracy
4. Obtains current identification such as; insurance card(s), address, phone number(s), and drug allergies
5. Verifies insurance or Sliding Scale fee eligibility
6. Enters information into the Pharmacy Computer System (Rx 30) and continually updates existing patients information
7. Communicates CHA's appropriate policy and procedure(s) for processing, refilling, and paying for prescriptions filled in the clinic pharmacy
8. Refers patients to a pharmacist or pharmacy technician if available and necessary
9. Determines accurate wait time for prescription pick up
10. Is mindful of current patients waiting for their prescriptions to be completed and how long till the Rx is completed
11. Determines if a patient may qualify for special pharmacy programs such as Pfizer's Share the Care, etc
12. Receives and processes all medications received from CHA's pharmacy wholesaler Monday-Wednesday-Fridays
13. Confers with clinic front office staff regarding patient account

EMR Responsibilities; when applicable

1. Verifies and ensures competency when utilizing EMR (Micro MD)
2. Utilizes EMR communications; when applicable
3. Obtains information from EMR to verify prescription processing requirements
4. Print EMR or Pharmacy computer documentation if requested from the patient or insurance provider
5. Insures patient confidentiality
6. Informs supervisor if inaccuracies are identified
7. Follows all policies and procedures pertaining to EMR

Check Out and Cashiering

1. Work with the clinic pharmacy team to ensure and takes a primary role in organizing prescriptions placed in numerical order at the end of the day
2. Post encounters and payments in the pharmacy point of sale system
3. Ensures that daily log balances
4. Complete deposit slip, reconciles cash collected to cash on hand
5. Is personally responsible for the balancing of all cash at the end of the day, and making sure that all cash is accounted for. This also includes all CareChest and Outreach activities too
6. Performs a show and tell final check for all prescriptions picked up at the clinic. This show and tell will include proper patient identification techniques

General Office Duties

1. Constantly alert for ways to improve customer service, improve patient flow, increase productivity, and improve utilization of resources communicating ideas to supervisor
2. Notifies supervisor of unusual occurrences and adheres to policy regarding incident forms and/or patient complaints
3. Attends and actively participates in staff meetings as requested
4. Follows all CHA policies and procedures
5. Maintains all Rx logs
6. Maintains all daily CareChest , Access to HealthCare, and Outreach transactions
7. Photocopies forms as needed to support patient flow
8. Faxes as needed to support paperwork flows
9. Does follow-up/call backs on patient Rx issues per pharmacist/technician direction
10. Helps translate when appropriate
11. Discusses billing/pharmacy charges-questions with patient/family members
12. Performs other work related issues
13. Returns to pharmacy stock, prescriptions that have not been picked up in at least 2 weeks from completion
14. During the normal course of business the PCC will monitor pharmacy physical for outdated or soon to outdate medications

Customer Service

1. Greets patients and family members
2. Answers phone and takes messages
3. Addresses patient/family questions or concerns
4. Exemplifies in behavior the Core Values of CHA
5. Monitors and maintains appropriate waiting room environment
6. Ensures cleanliness of work environment during operational hours
7. Has general knowledge of services that CHA clinic sites offer

CHA
Performance Standards
Pharmacy Clerk/Cashier

Professional Competence

1. Utilizes knowledge of CHA policy and procedures
2. Utilizes knowledge of general office procedures to create efficient, positive work

Peer/Co-Worker Relationships and Teamwork

1. Works to create/maintain good relationships with supervisors and co-workers
2. Fosters working as a team; dealing with and resolving conflict in a timely, efficient and positive manner

Contributions to Company and Community

1. Attends department, facility and All Staff meetings in order to be an informed Community Health Alliance employee.
2. Works with minimal supervision as a team member in a self-directed environment, adhering to the mission and values of Community Health Alliance.

3. Utilizes proper dress and grooming habits and always presents Community Health Alliance in a positive light.
4. Represents Community Health Alliance in a positive, professional manner effectively communicating the vision and mission of the Community Health Alliance to the community.
5. Performs other duties as assigned.

Confidentiality

1. Requires expeditious and accurate completion of duties to allow the successful completion of individual and corporate goals
2. Follow-through and follow-up with time-sensitive information for submissions, filing, and records retention
3. Maintain confidentiality of records and information in accordance with HIPPA and Community Health Alliance (CHA) corporate policy.
4. Communicate with immediate supervisor as to progress and/or issues impeding progress for successful completion of any assigned project, task and/or individual or corporate goals
5. Performs other duties as assigned within scope of skills, knowledge and abilities

Work Performance Standards Agreement

Position: Pharmacy Clerk/Cashier (PCC)

The preceding functions have been provided as examples of the type of work performed by employees assigned to this job position. Management reserves the right to add, modify, change or rescind work assignments and to make reasonable accommodations as needed.

I understand that if I have any questions regarding any part of this position that I can ask my immediate supervisor or the Human Resources Director.

I acknowledge that I have reviewed a copy of the job description and work performance standards as stated herein for the position of Pharmacy Clerk/Cashier (PCC).

I acknowledge that I able to perform all the duties specified above.

Employee Signature _____ Date _____