HOSPICE *of the* NORTH COUNTRY

Job Description - Clinical / Administrative Assistant - Malone

STATUS: Full Time, non-exempt **- hourly** Reviewed: 11/11/10

REPORTS TO: Director of Patient Services Approved: 11/11/10

MAIN FUNCTION: Provides complete secretarial support with primary duties within the nursing department and secondary duties for other departments and administration.

CLINICAL SECRETARY DUTIES:
Establishes paper chart for each new patient, hand delivers/faxes all paperwork (referral, Cert, orders, Care Plan, etc) to MD's and tracks return.
Updates patient care plans, physician orders, medications, changes as needed and within 24 hours of change.
Updates HPMS with discipline changes and HHA visits from bi-weekly IDT Form.
Bi-weekly updates of Interdisciplinary Care Plan Review for each active patient in Malone office: makes changes to certification dates, updates new and ongoing plan for IDT, prints and gives to appropriate Case Manager.
Updates patient care plans and physician orders for re-certification and hand-delivers appropriate forms to case managers and physicians.
Maintains and updates all charts
Enters log sheet data into system for clinical staff, volunteers, and NCHS as needed.
Creates/coordinates with Plattsburgh Clinical secretary for monthly on-call calendar schedule for Plattsburgh/ Malone office, and faxes both offices' schedules/on-call list to answering service at the end of each month.
Generate and internally distribute active patient list to appropriate staff.
Generate and send thank you letters to referring physicians. Keeps physician addresses up to date.
Generate and send notice to pharmacy/Hospiscript regarding coverage of drugs for each new patient.
Generates and sends weekly letter regarding DNR status of all current patients to Hospital and other appropriate organizations.
Disassemble patient chart after death/discharge and insure medical record is complete.
Assist clinical staff as needed to ensure compliance and efficiency.
ADMINISTRATIVE DUTIES:
Provides secretarial support to the Director of Patient Services, Department Coordinators and Administration with minutes, creation of documents, correspondence, filing of reports, etc. as needed.
Creates or refines forms as needed to fit purposes.
Answers and directs telephone calls.
Fax payroll to Plattsburgh office bi-weekly.

Check and remind staff to leave itinerary when exiting office.
Order office supplies.
Open mail and distribute appropriately.
Record all incoming cash receipts on log and provide the same to accounts receivable.
Other duties as assigned by supervisor.

QUALIFICATIONS:

1. High school graduate.
2. Demonstrated excellence in word-processing, record-keeping and filing.
3. Demonstrated ability to organize efficiently and establish priorities for work.
4. Demonstrated ability to handle stressful and delicate situations with tact, diplomacy, attention to their importance, and understanding of responsibility involved.
5. Demonstrated commitment to the Hospice philosophy as enumerated in the Employee Organizational Standards.
6. Personable with the public.
7. Secretarial background.
8. Computer background.
9. Ability to multi-task.
10. Organizational talent.

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Signature Date