



Adding Quality of Life to Each Day

| | |
|--------------------------|--|
| Job Title: | Medical Office Assistant |
| Department: | Nursing |
| Reports to: | Director of Quality, Compliance and Operations |
| Next Review Date: | 12/2024 |

Mission Statement

To provide individualized and compassionate care, education and support for the dying and those who have experienced loss.

Job Summary

This position is responsible for maintaining the patient medical records according to accepted standards and hospice policy. Additional responsibilities will include: assist the Interdisciplinary Team in the management of care for patients on the Seasons Hospice program and other clerical duties as assigned.

Job Specifications

- Education and Training - High school graduate or equivalent required. Requires successful completion of a one- or two-year degree/diploma in an administrative assistant/secretarial field or a minimum of two years' experience in a secretarial/administrative assistant role.
- License or Certification - None
- Experience -Two years' experience in a secretarial/administrative assistant role.
- Additional skills - Must have excellent application of grammar, punctuation, and English usage. Must have computer experience and possess proficiency on technical office equipment. Must possess high level skill in professional/customer service, written and verbal communication, organization, interpersonal relations, accuracy, and be able to handle a variety of tasks simultaneously. Must demonstrate good decision making and judgment and well as attention to detail and follow up. Typing skills of 50 WPM preferred. Belief in the hospice concept.

Job Responsibilities

- Collaborate with Hospice Items Sent (HIS) coordinator to validate, complete, and export documents in the electronic medical record and submit to Centers for Medicare & Medicaid Services (CMS).
- Submit Consumer Assessment of Healthcare Providers and Systems (CAHPS) monthly to vendor.
- Maintain organization and supplies of copy/fax room and restock file drawers.
- Assist with phone coverage; as assigned.
- Assist Admission team with faxing forms such as: pre-paperwork/EMR, SMNREO, Pharmacy Sheet, and Virtual RN.
- Follow established procedures for open and closed records in compliance with HIPAA.
- Maintain all medical records in designated areas according to hospice policy and procedures.
- Consult and collaborate with the interdisciplinary team and others involved in the patients care.
- Copy and distribute forms, as necessary.
- Fax necessary documentation to facilities, county or other interested parties.
- Process the clinical record forms that need to be mailed/faxed.
- Maintain the open chart by filing all clinical documentation daily as it is received.
- Process treatment plans and recertification of prognosis as required.
- Regularly follow up on non-returned data.
- Knowledgeable of Medicare Hospice rules and regulations as well as Minnesota Standards of Practice.

- Management of physician orders to include:
 - Track return of signed orders to ensure compliance with regulations
 - Fax CTI's to physician offices for signatures
 - Copy, as needed, to file updates, and to send to facilities
 - Perform clerical duties associated with physician orders
 - Create plans of care
- Medication order management to include:
 - Fax pharmacy sheet to applicable location
 - Fax orders to care facilities; as needed
 - Give fax medication requests to Resource Nurse to fill
- Communicate missing documents as required from patient care, billing and or data entry.
- Assist PCC and LPN with chart closing upon death, discharge or revocation.
- Process discharge summaries.
- Transfer completed closed charts to appropriate storage within 30 days.
- Prepare/update IDT notes and scribe for ITD.
- Rotate medical records to shred the oldest, yearly basis.

Agency Expectations

- Adhere to all Seasons Hospice policies and procedures.
- Adhere to the Seasons Hospice Behavior Standards.
- Maintain absolute confidentiality of all information pertaining to patients, families, and staff. Adhere to all Health Insurance Portability and Accountability Act (HIPAA) rules and regulations.
- Display a positive and professional image and attitude in all relationships with patients, families, peers and in the community.
- Serve as an ambassador for Seasons Hospice at all times.
- Communicate clearly, concisely and accurately, creating a work environment that provides growth and job satisfaction for self and others.
- Participate in the employee performance review process.
- Work effectively in a team environment.
- Demonstrate ongoing responsibility for self education.
- Maintain patient and personal safety regarding occupational health and safety.
- Assume responsibility for the promotion of the hospice concept in the community and with other agencies and professionals.
- Actively participate in committees within the agency.
- Attend scheduled department meetings and agency meetings on a regular basis.
- Participate in the safety program and promote a safe work environment.
- Participate in the Quality Assessment Performance Improvement Program (QAPI); as requested.
- Participate in orientation, training and education of new employees and volunteers; as requested.
- Participate in orientation and supervision for students seeking experience in hospice care; as requested.
- Perform other duties as requested and/or assigned.

Physical Demands

Codes: C= Continuously , F=Frequently, O=Occasionally, R= Rarely
 (70% or more) (40-70%) (15-40%) (less than 15%)

| | | | | | |
|-------------------|---|-----------|---|------------------------------------|---|
| Standing | O | Reaching | F | Stooping | R |
| Sitting | C | Grasping | F | Climb Stairs | R |
| Walking | F | Feeling | C | Ability to boost/transfer patients | R |
| Lifting | O | Fingering | F | Vision: | |
| Pushing/Pulling | R | Crouching | R | Reading | C |
| Hearing | C | Crawling | R | Distance | C |
| Talking | C | Bending | O | Depth Perception | C |
| Repetitive Motion | F | Kneeling | R | Color | C |

Physical Demands

- Sedentary (Requires lifting 10 lbs., carrying small objects)
- Light (Requires lifting 20 lbs., with occasional carrying of up to 20 lbs.)
- Medium (Requires lifting 50 lbs., with occasional carrying of up to 25 lbs.)
- Heavy (Requires lifting 100 lbs., with occasional carrying of up to 50 lbs.)
- Very Heavy (Requires lifting over 100 lbs., with occasional carrying of up to 50 lbs.)

Cognitive or Mental Demands

Position requires the following on a regular basis: critical thinking skills, ability to read and write, clear verbal articulation, develop plans, procedures, goals and strategies; implement recommendations by coordinating persons and/or resources, mathematics, draw conclusions from written or computer generated material.

Working Environment Demands

Work is performed primarily indoors and the individual is not substantially exposed to adverse environmental conditions. May spend portion of time working on a computer. May occasionally work longer than 8 hours/day. Must be able to tolerate some variability in work hours; must have ability to be flexible with work schedule. Must be able to work independently and in a team environment.

Exposure Risk

- Involves *routine* exposure to blood or body fluids
- Involves *possible* exposure to blood or body fluids

Supervising Demands

- Position *has* direct supervising responsibilities
- Position *has no* direct supervising responsibilities

SEASONS HOSPICE

Adding Quality of Life to Each Day

Travel Demands

Position requires regular use of an insured, reliable vehicle for travel throughout the Rochester community and within the Seasons Hospice service area.

Position requires regular use of an insured, reliable vehicle.

Position does not require travel.

This job description is only a summary and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

This job description is subject to change at any time with or without notice.

| | | | |
|----------------------------|--|--------------|-----------------|
| Written By: | Michelle Donahue - Director of Human Resources | Date: | February-2015 |
| Approved by: | Beverly Haynes - Executive Director | Date: | February-2015 |
| Updated/Revised on: | April 2024 | Date: | December - 2024 |