

OOCE Job Posting

Department: Corporate Clinical
(Sawmill primarily, Dublin as needed)

Title: Clinical Secretary

Hours: Full-time, 40 hours per week. Days, hours, and location may vary based on staff schedule but generally Mon – Fri between 8:00am to 5:00pm.

Job Responsibilities:

Clinic Coverage and Patient Care:

- Retrieve patient encounter form from printer as patients arrive
- Calls for patient in main waiting area and direct them accordingly within the clinic
- Communicates with Patient Relations staff to keep them informed of delays in the clinic schedule
- Prepares patients for physician or imaging exams, providing appropriate gown, shorts, etc.
- Check patients out when appointment ends, schedule follow up appointments as requested
- Ensure supplies are stocked in patient information drawer
- Stocks rooms and order supplies as needed
- Copy return to work or physical therapy documents as needed
- Various clerical duties including copying, faxing and scanning and filing patient documents into the electronic patient chart
- Other duties assigned in support of clinicians or physicians
- May perform patient care duties (remove wound dressing, remove sutures or staples, obtain patient height, weight or blood pressure) as trained and directed by physicians

Scheduling Phones:

- Perform medical reception duties as needed including answering telephones, screening calls, taking messages and providing information
- Answer busy scheduling desk phones to set appointments (as needed in rotation with other secretaries)
- Use physician protocols including insurance coverage to determine most appropriate approach to schedule patients
- Calls patients who missed appointments to reschedule

Ohio Orthopedic Center of Excellence



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Switchboard:

- Answer high volume incoming calls to Switchboard
- Opens and closes switchboard following established procedure
- Accurately access caller needs to direct the calls to the most appropriate contact i.e., scheduling, case management, billing, clinicians
- Appropriately use monthly rotation calendar to direct calls to scheduling when no specific physician is requested
- Identify calls which need immediate attention and use paging options to locate clinical staff or physicians

Concierge:

- Greet and welcome patients and visitors as they enter the clinic waiting area and directs them as needed within the clinic
- Monitor patient flow to ensure that no patient is neglected or delayed unreasonably
- Responds to patient concerns or questions in helpful and objective manner involving manager as appropriate
- May assist in maintaining waiting area with refreshments and reading materials

Education/Certification or Experience Required:

High School Diploma or equivalent required. Prior clerical experience in a medical office setting desired. Customer service experience and basic computer skills required. Must maintain CPR certification

To apply please complete an internal application and return it to Janelle Blankenship in Human Resources.

An Equal Opportunity Employer

Ohio Orthopedic Center of Excellence

4605 Sawmill Road
Upper Arlington, Ohio 43220

Phone 614-827-8700
Fax 614-827-8701
www.ohio-ortho.com

6840 Perimeter Drive
Dublin, Ohio 43016