



DOORWAYS

Job Description

TITLE: **Medical Administrative Specialist**

DEPARTMENT: Cooper House Nursing Department

REPORTS TO: Cooper House Administrator and Nursing Supervisor

STATUS: Full-time/Non-Exempt

SPECIFIC JOB DUTIES AND RESPONSIBILITIES:

- Establish, maintain and revise record keeping and electronic filing systems; classify, sort and file correspondence, articles and other electronic documents.
- Responsible for organizing, maintaining, and safeguarding patient health records, ensuring their accuracy, completeness, and confidentiality in accordance with healthcare regulations like HIPAA.
- Keep daily record on number of residents in facility, their appointments, leave of absence requests and hospital stays.
- Utilize EpicCareLink to coordinate appointments, gather medical records, and update orders.
- Coordinate all healthcare appointments daily with residents, including setting-up doctor's visits, follow-ups and working with physicians who visit the facility personally.
- Manage Cooper House's QuickMAR data, updating resident records, entering in new orders, create log-ins for new staff, and communicating any issues directly with QuickMAR personnel.
- Receive and screen visitors and telephone calls with diplomacy and discretion; respond to general inquiries concerning the activities and operation of the dept.
- Type and proofread a variety of correspondence which may include reports, memos and financial statements.
- Utilize personal computer skills for creating word-processing documents, designing forms, creating presentation graphics, electronic mail management and maintaining daily calendar.
- Oversee all aspects of the nursing schedule striving to keep overtime costs down.
- Conduct care plan preparations at least once a week to ensure social service team has accurate information on each client.
- Communicate with staffing agencies for the training, scheduling, and onboarding of all agency staff. Assist DON with handling last-minute call-ins, and contacting appropriate agency personnel.



DOORWAYS

- Monitor and complete missed medication audits at least twice a week and provide results to Director of Nursing and Administrator.
- Document and record minutes for monthly meetings for nursing department and Cooper House All-staff.
- Assist with new admissions including updating Quickmar to include their personal information and reaching out to healthcare providers to obtain medical records.
- Order and maintain office supply inventory for entire nursing department.
- Daily communication by fax and/or telephone to multiple physicians' offices/labs.
- Track that all physician's orders are signed within timeframes set forth by regulatory guidelines.
- Daily audit of CNA documentation to ensure all signatures are obtained for billing purposes.
- Complete monthly report and provide administrative support to monthly waiver case managers meeting.
- Assist in identifying and correcting problem areas in dept. to improve services.
- Maintain complete confidentiality of all patient information and respect their rights with kindness and dignity. HIPPA
- Assist Nursing Supervisor and Administrator with administrative duties as needed.
- Assist LPN-on duty and CNAs-on duty as needed, preparing and administering oral, topical, and inhaled medications, maintaining medication records, monitoring for adverse reactions, and assisting with daily living activities for residents.
- Fill-in for LPNs and/or CNAs as needed during staffing challenges with direction from the DON.
- Provide support and training for all new C.N.As as needed.



DOORWAYS

WORKING CONDITIONS:

- Sit, stand, bend, lift and move intermittently during working hours. Must be able to lift, push, and pull in excess of 20 pounds.
- Subject to interruptions and emotionally upset patients, family members, etc.
- Regular interaction with patients, personnel, visitors, government agencies, etc. under all conditions and circumstances.
- Must be comfortable multi-tasking and working in a fast-paced environment.

REQUIREMENTS:

EDUCATION AND EXPERIENCE:

- A high school diploma or equivalent (GED) is required, some college a plus.
- Must be a Certified Medical Technician (CMT) or a Certified Nursing Assistant (CNA) and willing to completed Level 1 Med Adie Training (L1MA).
- One to three years of administrative experience in healthcare field is preferred. Must be familiar with technology, especially computers and scanning equipment.
- Experience with Medicaid billing and working with vulnerable populations preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

- Must be able to read, write and speak the English Language in an understandable manner.
- Must possess the ability to make independent decisions, follow instructions and accept constructive criticism.
- Have the ability to deal tactfully with personnel, family members, visitors, government agencies/personnel and the general public.
- Possess great attention to detail to ensure regulatory compliance.

DESIRED ATTRIBUTES:

- Understanding of issues pertaining to HIV/AIDS, homelessness, mental health, substance abuse and poverty.

This job description in no way states or implies that these are the only duties the Administrative Specialist will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.



DOORWAYS
ACKNOWLEDGMENT

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of **Medical Administrative Specialist** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

This job description is illustrative only and is not meant to encompass all possible duties that an employee may be called upon to perform or all conditions that an employee may encounter during the course and scope of the employee's employment.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or myself and such termination can be made without notice.

Date

Signature

DOORWAYS provides equal employment and social service opportunities to all regardless of race, color, sex, national origin, ability, military service eligibility, veteran status, marital status, disability, gender, gender identity, gender expression, sexual orientation or any other category protected by law. We strongly encourage and seek applications from women, people of color, members of the LGBTQIA+ community, as well as individuals with prior contact with the criminal justice system. DOORWAYS complies with federal and state disability laws and makes reasonable accommodations for applicants and employees with disabilities.