

## HEALTH SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents of this class perform varied non-professional and non-technical support tasks in the delivery of comprehensive health care to patients and/or employees in a clinic or treatment unit. This includes maintaining patient records and other clerical tasks related to the operation of the unit. Supervision is not a responsibility of this class. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Schedules appointments for patients who are treated in clinics or treatment units;

Assists physicians, nurses, and other professional staff in preparation of patients for treatment;

Escorts patients to treatment areas and assists them in preparing for examination and/or treatment;

Sets up medical supplies and equipment that are used for patient treatment;

May participate in simple health assessment procedures;

Notifies patients/employees of their annual health evaluations, lab tests, etc.;

Delivers and picks up medical records and other medical reports such as X-rays and lab reports;

Ascertains, records and provides appropriate patient data to referring physician, agency, or other authorized sources;

Responds to inquiries and provides information regarding available patient services;

Enters patient data in medical records, ensuring their completeness and accuracy by making necessary follow-ups;

Receives, sorts and distributes mail to professional staff;

Prepares requisitions for re-ordering supplies to maintain an adequate inventory of all medical, surgical, sterile, and office supplies;

May collect pre-determined fees for services or prepare appropriate reimbursement forms;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of office procedures in a health or hospital treatment clinic including the scheduling of patient appointments and maintaining patient records; ability to communicate effectively, both in person and on the telephone, in order to respond appropriately to patients, professionals and the public; ability to perform routine clerical tasks to insure the smooth and effective operation of the clinic; ability to follow instructions; ability to get along well with others; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; emotional maturity; sound judgment, especially in regard to the confidentiality of medical information; initiative; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and two years of work experience the primary function of which was patient or public contact, one of which must have been in a hospital or health related facility.

SUBSTITUTION: Satisfactory completion of 30 credits\* at a college, business, or secretarial school may be substituted for one year of the above stated experience, but there is no substitution for the one year of specialized experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level in the minimum qualifications will be considered in evaluating experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.