

Emmet County Public Health Policy & Procedures – Nursing Services

Subject: **Office Assistant
Job Description**

Date: **3/2004**

Section: **Organization**

Reviewed/Revised: **8/23/2006,
7/11/2016, 10/7/2019, 12/12/19
5/19/2021, 7/11/2023**

Approved by:

PURPOSE: To give assistance to office staff and nurses.

POLICY/PROCEDURE:

I. General Office Duties:

1. Answer telephone
2. Take phone messages
3. Assist clients
4. Assist walk-ins
5. Prepare mail as necessary – drop off at post office as needed
6. Maintain Healthy Beginnings staff meeting notes weekly
7. Order office supplies
8. Write receipts for all cash/checks
9. Create forms, letterhead, appointment cards, business cards, BP cards, immunization cards, etc. as needed
10. Type reports, forms, letters – keep all forms updated
11. Prepare folders for Health Maintenance Program, Maternal & Child Health, HMA, etc.
12. Filing
13. Update client list and phone list when new client or client is discharged, address change, etc.
14. Prepare Board of Health packets and send every other month. Post agendas - Fax to KILR and Estherville News. Email to Auditor's office and ask them to post on the Court House bulletin board Cover for Office Manager when out of office
15. Maintain confidentiality
16. Assist with maintenance of Facebook page and ECPH website
17. Photograph paternity subjects and prepare mailing. Call for pickup or can take to drop off box.

II. Immunization Related Activities:

1. Work with nurses on clinic schedule, update immunization clinic scheduling documents.

2. Schedule appointments for immunization clinics.
3. Preparation for Immunizations Clinics:
 - a. Make reminder calls or send reminder texts
 - b. Pull immunization cards for children on the schedule
 - c. Prepare and maintain red Child Health folders
 - d. Check for Medicaid eligibility for children scheduled on TAV or Iowa Portal website
4. Give appropriate paperwork to clients/parents at clinics for them to complete.
5. Make a copy of Medicaid card for chart
6. Enter all immunizations into IRIS
7. Run IRIS reports
 - a. Inventory report weekly on Fridays; compare inventory report with actual inventory from nurse. Make corrections as necessary
 - b. Run Doses administered report in IRIS after clinics to double check all immunizations were documented.
 - c. Run benchmark reports in IRIS as requested.
8. Keep stock of current VIS, consent forms and chart forms updated
9. Look up immunizations as requested
10. Accept vaccine and unpack and refrigerate when it is delivered; enter into IRIS and on the I-drive.
11. Complete the Monthly Immunization Clinic Claim Form – give to Business Office Manager.
12. Do Monthly Immunization Recall mailing.
13. Complete data entry in IRIS for school and child care audits.

III. Client Data/ Files

1. Prepare/update forms for new and existing clients as needed by nurses
2. File completed Home Care Aide sheets

IV. Home Care Aide Program Responsibilities

1. Total Aide's daily sheets and check/record on time cards
2. Complete time cards and turn in to the Business Office Manager monthly
3. Enter information from aide's daily sheet into Nursing computer program monthly
4. Run Monthly Mileage Reports and Monthly Aide Reports. Mileage reports are due the 1st Tuesday of the month. Aide Reports are run after all daily aide sheets have been entered for the month.

V. Billing

1. Do Private Pay billing statements – enter information into QuickBooks program and mail statements monthly
2. Prepare bills for Medicaid monthly

VI. Programs Used:

1. Word
2. Excel
3. QuickBooks

4. Web based data entry programs
5. Microsoft Publisher
6. Iowa Connected
7. Power Point
8. IRIS
9. GT Nursing Program
10. Canva

VII. Physical Requirements

- | | |
|---|--|
| 1. Moving objects weighing 20 lbs. | |
| 2. Sitting 80% of day | |
| 3. Standing 10% of day | |
| 4. Walking/moving 10% of day | |
| 5. Removing objects from shelves | <u> </u> <u> </u> yes <u> </u> <u> </u> no |
| 6. Dexterity / Coordination | <u> </u> <u> </u> yes <u> </u> <u> </u> no |
| 7. Color vision | <u> </u> <u> </u> yes <u> </u> <u> </u> x no |
| 8. Depth perception | <u> </u> <u> </u> yes <u> </u> <u> </u> x no |
| 9. Reading material | <u> </u> <u> </u> x yes <u> </u> <u> </u> no |
| 10. Writing/ Typing | <u> </u> <u> </u> x yes <u> </u> <u> </u> no |
| 11. Speaking/ Communicating | <u> </u> <u> </u> x yes <u> </u> <u> </u> no |
| 12. Listening/ Hearing | <u> </u> <u> </u> x yes <u> </u> <u> </u> no |
| 13. Ability to travel to various worksite locations
or workshops | <u> </u> <u> </u> x yes <u> </u> <u> </u> no |

Disclaimer

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. This position description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties requested by management. All requirements are subject to possible modifications to reasonably accommodate individuals with a disability when it does not place an “undue hardship” on Emmet County Public Health.