

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION
MEDICAL PROGRAM ASSISTANT
CLASSIFICATION SERIES**

I. INTRODUCTION

A. Purpose Of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Admin. Code, for making classification decisions relative to present and future Medical Program Assistant positions that provide support to a medical program that includes clinical practice and/or medical education. This classification specification is not intended to identify every duty, which may be assigned to positions, but is intended to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification series includes positions that provide a variety of administrative support activities to a medical program that includes clinical practice and/or medical education.

C. Exclusions

Excluded from this series are the following types of positions:

1. Positions that meet the statutory definition of supervisory or confidential as defined in s. 111.81(19) and (7), Wis. Stats., as interpreted and administered by the Wisconsin Employment Relations Commission.
2. Positions that for a majority of time (more than 50%) are engaged in administrative support activities not included in a clinical practice and/or medical education and are more appropriately classified as Clerical Assistant or Program Assistant.
3. Positions that for a majority of time (more than 50%) are engaged in performing a variety of coding and analysis work of medical diagnoses and are more appropriately classified as Coding Technician.
4. All other positions more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter this classification series by competitive examination. Progression to the Associate or Senior level for specifically identified allocations will occur through reclassification as the employee satisfactorily attains the specified training, education, and experience and performs the full scope of duties identified at the Associate or Senior level. Advancement to a leadworker position will be by competition.

II. DEFINITIONS

MEDICAL PROGRAM ASSISTANT

This is either an entry or objective level. This is entry level for job duties performed at the Medical Program Assistant Associate or Senior levels under close progressing to limited supervision. Positions will perform program support for a physician's practice/clinic (which may also include administrative, research, and academic programs), a family practice clinic, or a veterinary hospital/clinic.

Objective level positions work with electronic and/or paper medical records under general supervision. Positions require a working knowledge of medical terminology. Responsibilities include creating new patient charts; determining the types of progress notes or other forms required for a patient visit; producing encounter forms with the date of service and provider identification; collecting chart reports and lab tests; incorporating reports and tests into medical records; preparing charts for patient visits and ensuring all elements are available to the health care professional; releasing and transferring medical information to authorized recipients; adhering to strict standards of confidentiality; communicating with state agencies, attorneys, insurance companies, etc., regarding the release of information; and locating, pulling, preparing, and filing medical charts.

MEDICAL PROGRAM ASSISTANT – ASSOCIATE

This is either a developmental or an objective level. Developmental level positions perform job duties identified at the Medical Program Assistant Senior level under limited progressing to general supervision. Positions perform administrative support for a physician's practice/clinic, a family practice clinic, or a veterinary hospital/clinic.

Objective level positions function under general supervision and provide program support to the physician's practice/clinic, a family practice clinic or a veterinary hospital/clinic. Job duties include the following types of program responsibilities in one or more of the following areas: 1) Clinic receptionists are responsible for receiving and triaging a large volume of calls, determining the nature, urgency, and severity of medical problems; establishing eligibility to receive services; coordinating patient appointments and procedures including acute and same day service; and providing new patients or responsible parties with pertinent information; 2) Patient account representatives are responsible for communicating with physicians, patients, responsible parties, hospitals, etc. regarding insurance approval or denial and medical procedures; responding to questions regarding patient accounts; negotiating payment plans; posting payments; and coordinating patient referrals and consultant visits to comply with insurance requirements; 3) General support for a clinic, clinical outreach activities or a medical educational program responsible for typing clinic patient reports; preparing source documents for return to outreach facility, such as x-ray films; entering patient data, Current Procedural Terminology (CPT), diagnosis code, or other information into the data base; responding to requests for medical information; ensuring compliance with state and federal regulations governing release; restricting access when necessary; expediting medical communications for physicians and patients and referring physicians and

other healthcare professionals; sorting information, and generating reports as requested by department physicians and staff; and coordinating and maintaining resident schedules or medical student rotations and evaluation records.

MEDICAL PROGRAM ASSISTANT – SENIOR

This is either the objective level or a leadworker level. Positions at the object level work under general supervision and are the primary communication, information liaison, and coordinator for a physician's practice/clinic, a family practice clinic, or veterinary hospital/clinic and utilize a broad knowledge of a specialized program area. The positions perform the full range of medical program support activities and are responsible for responding to questions related to physician's medical specialty; responding to patient or responsible party inquiries related to care received; identifying issues, determining the appropriate resource, and independently coordinating and communicating resolutions; providing financial information to patients or responsible parties for specified procedures; coordinating telephone calls from patients or referring physicians requiring clinic scheduling, emergency arrangements, Medicare hearings, and insurance disabilities claims; coordinating prescription refill information with local pharmacies; interacting and problem solving with individuals representing outside organizations such as insurance carriers, school district health personnel, professional organizations or conferences, media, etc., and/or departmental and university contacts; scheduling ancillary procedures and procedures with clinic staff; resolving scheduling conflicts, coordinating patient admissions with hospital admissions; coordinating post-operative visits with Home Health Nursing Care; coordinating participation in clinical trials; assisting with patient enrollment, follow-up, and record keeping; reviewing participant forms for accuracy and compliance with protocol; creating and managing multiple in-clinic and other complex schedules and rotations for physicians or medical students; coordinating physician's clinical, educational, administrative, and research schedules; and coordinating resident physician applicant interviews and/or orientation process, representing residency program, and attending national or statewide recruitment fairs. Positions may also guide or train other Medical Program Assistants, providing up to date information and direction, and maintaining daily department schedules, etc.

Leadworker positions lead other Medical Program Assistants in a clinic. The responsibilities include training, assigning work, and reviewing the work; coordinating a broad scope of program support in a clinic setting; coordinating support staff and provide training; serving as the primary reference for the most complicated patient account and/or HMO referral issues; and managing medical information systems to maintain system accuracy and capabilities.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification specification was created effective May 18, 2003 and announced in Bulletin MRS-SC-154 as a result of the Administrative Support Unit Survey, Phase I, initiated at the request of the University of Wisconsin System.