Serves as primary point of contact for access to USC academic medical centers and USC Health Sciences Campus. Answers, screens and directs incoming and outgoing telephone calls, electronic messages and other web-based communications using a call management system. Responds to basic inquires and refers other inquires to appropriate medical personnel. Contacts and distributes messages to medical personnel using a variety of electronic methods including text, voice and email systems. Schedules and confirms initial and follow-up medical appointments.

**JOB ACCOUNTABILITIES:**

<table>
<thead>
<tr>
<th>E/M/NA</th>
<th>% TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answers, screens and directs incoming and outgoing telephone calls, electronic messages and other web-based communications using a call management system. Transfers telephone calls to the appropriate department or medical personnel. Arranges conference calls or third-party calls.</td>
<td></td>
</tr>
<tr>
<td>Uses overhead and text paging system when appropriate. Contacts and distributes messages to medical personnel using a variety of electronic methods, including text, voice and email systems.</td>
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<tr>
<td>Responds to basic inquires and refers other inquires to appropriate medical personnel.</td>
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</tr>
<tr>
<td>Registers and post notes in patient records. Creates and maintains medical data and reconciles to patient appointment records. Schedules and confirms initial and follow-up medical appointments.</td>
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</tr>
<tr>
<td>Enters data in a variety of practice management computer systems. Initiates and responds to faxes, emails and on-line messages.</td>
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<tr>
<td>Initiates mechanical alarms and notifies emergency medical personnel, security and authorities following established protocol.</td>
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</tr>
<tr>
<td>Collects information, maintains and distributes lists of available medical personnel to staff patient care areas as needed for evenings, weekends, holidays, and during emergencies and/or disasters.</td>
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</tr>
<tr>
<td>Provides assistance to other departments, as directed.</td>
<td></td>
</tr>
<tr>
<td>May verify insurance coverage utilizing telephone contacts and web inquiries. May determine if patients’ insurance is contracted with USC, and accept co-pay insurance.</td>
<td></td>
</tr>
<tr>
<td>Ensures patient’s rights to privacy, safety and confidentiality are maintained, in accordance with HIPPA regulations. Perform other related duties as assigned or requested. The university reserves the right to add or change duties at any time.</td>
<td></td>
</tr>
</tbody>
</table>

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.*
**EMERGENCY RESPONSE/RECOVERY:**

**Essential:**
- [No]
- [Yes]

In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- High school or equivalent

**Minimum Experience:**
- 1 year

**Minimum Field of Expertise:**
- Experience working in a call center or customer service department in a healthcare environment. Knowledge of HIPPA compliance and various health insurance types. Demonstrated interpersonal skills. Ability to multi-task. Knowledge of medical terminology. Excellent verbal and written communication skills.

**Preferred Experience:**
- 2 years

**Preferred Field of Expertise:**
- Knowledge of third-party payor.

**Skills: Administrative:**
- Answer telephones
- Assemble and organize numerical data
- Clinical documentation
- Communicate with others to gather information
- Customer service
- Gather data
- Input data
- Maintain filing systems
- Read handwritten text
- Schedule appointments
- Understand and apply policies and procedures
- Use database and/or word processing software
- Use electronic communications software

**Skills: Machine/Equipment:**
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier
Switchboard (department or university)
Telephone management system

Supervises: Level:
May oversee student, temporary and/or resource workers.

SIGNATURES:
Employee: ________________________________  Date:_____________________________
Supervisor: ________________________________  Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The University of Southern California is an Equal Opportunity Employer