VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT HEALTH CENTER ASSISTANT I

BASIC FUNCTION:

Under the direction of the Coordinator of Student Health Services, perform clerical and medical assistance duties to assure the smooth operation of the Student Health Center; assist nurses and physicians in providing medical care.

DISTINGUISHING CHARACTERISTICS:

The Student Health Center Assistant I classification is the entry-level position in this series and incumbents perform clerical and basic medical assistance duties. The Student Health Center Assistant II classification performs more complex duties such as performing phlebotomy and administering injections, including front and back medical office duties.

REPRESENTATIVE DUTIES:

Maintain medical and office records, forms and files in accordance with laws and proper medical procedures; maintain files for special programs. E

Schedule appointments with college physicians and local agencies; screen telephone calls and visitors; issue temporary handicap parking permits. E

Maintain insurance and accident records; initiate and complete accident reports; process insurance claims; submit bills to appropriate parties. E

Assist nurses and physicians in the performance of medical duties as appropriate; administer first aid; provide initial emergency care according to approved procedures. E

Provide information and assistance to patients, insurance carriers, hospitals and others as appropriate. E

Maintain and order medical and office supplies according to established procedures; monitor inventory of borrowed equipment. E

Gather and record statistical data; assist in the preparation and monitoring of the Student Health Center budget. E

Assist in Student Health Center education and promotion programs as requested; provide literature and information to students and staff. E

Perform a variety of clerical assistance duties including typing and duplications. E

Revised July 2005
Established March 1998
Perform basic health screening procedures, e.g. vision and hearing screening, glucometer, height, weight, blood pressure, pulse, temperature, respirations, laboratory testing, etc. *E*

Establish and maintain good working rapport with students, staff, community agencies and the public. *E*

Collect specimens, prepare for examinations and perform screening tests; assist with physicals. *E*

Train and provide work direction to student workers as assigned.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Medical office procedures including insurance claims
- Modern office practices, procedures and equipment
- Record-keeping techniques
- Operation of a computer terminal, word processing and other office-related software(s)
- Operate of medical transcribing machine
- Oral and written communication skills
- Telephone techniques and etiquette
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Interpersonal skills using tact, patience and courtesy
- First Aid and CPR procedures
- Basic laws and regulations pertaining to health services
- Principles and practices of supervision and training
- Appropriate safety precautions and procedures (OSHA guidelines)
- Medical terminology
- Confidentiality, Privacy Act, and HIPAA Guidelines

**ABILITY TO:**

- Add, subtract, multiply and divide quickly and accurately
- Understand and follow oral and written directions
- Communicate effectively both orally and in writing
- Learn to interpret, apply and explain rules, regulations, policies and procedures
- Perform clerical duties such as filing, duplications, typing and maintaining records
- Complete work with many interruptions
- Work confidentially with discretion
- Maintain accurate records and files
- Type/keyboard at an acceptable rate of speed
- Establish and maintain cooperative and effective working relationships with others
- Administer first aid to ill or injured patients
- Operate a variety of medical equipment such as stethoscope, sphygmomanometer, microscope, autoclave, centrifuge, medical transcriber, scales and a variety of diagnostic test kits
- Analyze situations accurately and adopt an effective course of action
- Plan and organize work
STUDENT HEALTH CENTER ASSISTANT I (continued)

Train and provide work direction to students
Conduct various medical screening tests
Appropriately respond to medical emergencies
Provide health services information to students and staff
Perform medical transcription requiring knowledge of medical terminology

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in medical office and basic insurance practices and terminology and two years experience in a medical office, clinic or hospital setting providing clerical and basic medical assistance.

LICENSES AND OTHER REQUIREMENTS:

Valid First Aid and CPR Certificate issued by the American Red Cross, American Heart Association or other authorized agency
Knowledge of a second language may be required for some positions in this class

WORKING CONDITIONS:

ENVIRONMENT:

Student Health Center environment

PHYSICAL ABILITIES:

Dexterity of hands and fingers to operate a variety of office and medical equipment and to administer first aid
Hearing and speaking to provide and exchange information
Sitting or standing for extended periods of time
Walking
Bending
Seeing to administer first aid and to assure accuracy of documents
Reaching to retrieve and file records

HAZARDS:

Exposure to a variety of illnesses