

Pos Mgmt Subcouncil Faced & mailed 4/18/06 to Classification

POSITION DESCRIPTION (Please Read Instructions on the Back) *copy sent D. Moore*

1. Assign Position No. 7386-0

2. Reason for Submission: Redescription New Reestablishment Other

3. Service: Hqtrs Field

4. Employing Office Location: *copy sent D. Moore*
Dom VA Medical Center

5. Duty Station: Columbia, SC

6. OPM Certification

7. Fair Labor Standards Act: Exempt Nonexempt

8. Financial Statements Required: Exclude Personnel Employment and Financial

9. Subject to IA Action: Yes No

10. Position Status: Competitive Excepted (Specify in Remarks) SES (Gen.) SES (CR)

11. Neither

12. Sensitivity: Non-Banable Banable

13. Competitive Level Code: X08

14. Agency Use

| | | | | | | |
|---|---|----------|--------------|-----|---------|------------|
| 15. Classified/Graded by | Official Title of Position | Pay Plan | Occupational | Grp | Initial | Date |
| 2. U.S. Office of Personnel Management | | | | | | |
| b. Department, Agency or | | | | | | |
| d. Second Level Review | | | | | | |
| d. First Level Review | Medical Administrative Assistant | GS | 0303 | 105 | | 1 May 2006 |
| e. Recommended by Supervisor or Initiating Officer | Medical Support Assistant | GS | 303 | 5 | | |
| 16. Organization Title of Position (if different from the official title) | 17. Name of Employee (if vacant, specify) | | | | | |

18. Department, Agency, or Establishment: Department of Veterans Affairs

a. First Subdivision: VHA

b. Third Subdivision: PC&SM

c. Second Subdivision: Dom VA Medical Center

d. Fourth Subdivision: Subspecialty Medicine

e. Fifth Subdivision: Outpatient Clinic Areas - 4B/5W/UC/PC

19. Employee Review — This is an accurate description of the major duties and responsibilities of my position.

20. Supervisory Certification: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

a. Type Name and Title of Immediate Supervisor: Ron Redd, Supervisory Program Support Asst

Signature: *Ronald Redd* Date: 4-18-06

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional): Stephen Hayes Jr., M.D., Director, PC&SM

Signature: *Linda Long* Date: 4/18/06

21. Classification/Job Grading Certification: I certify that this position has been classified/graded as required by Title 5, U.S. Code in conformance with standards published by the U.S. Office of Personnel Management or, if no published standard apply directly, consistently with the most applicable published standards.

Typed Name and Title of Official Taking Action: Thomas Heysek, Ph.D. Network HR Officer

Signature: *Richard Davenport* Date: 1 May 2006

22. Position Classification Standards Used in Classifying/Grading Position: Miscellaneous Clerk and Assistance Work, GS-0303 TS-37; The Grade Level Guide for Clerical & Assistance Work; & The Primary Standard, Appendix 3 to The Introduction to Position Classification Standards.

Information for Employees: The standards, and information on their application, are available in the personnel office. The classification of the position may be and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office of the U.S. Office of Personnel Management.

| 23. Position Review | Initials | Date | Initials | Date | Initials | Date | Initials | Date |
|------------------------|----------|------|----------|------|----------|------|----------|------|
| a. Employee (optional) | | | | | | | | |
| b. Supervisor | | | | | | | | |
| c. Classifier | | | | | | | | |

24. Remarks: This Position is at the full performance level.

25. Description of Major Duties and Responsibilities (See Attached)

POSITION DESCRIPTION

INTRODUCTION

and other Service Lines of clinics (i.e. Surgery, mental Health)

This position is located in the Primary Care and Subspecialty Medicine (PCSM) clinic areas of PC&SM. Incumbents will provide clerical/administrative support to the Outpatient (OP) clinics in all areas of PC&SM. These include 4 East - Renal, Rheumatology, Infectious Disease, Neurology, Med Refill, Endocrine, Pulmonary (back up only), 5 West - Oncology, Hematology, Chemotherapy, GI, Hepatology, CHF, Pain, 4 North - Cardiology (back up only), Building 106, 2nd Floor - Dermatology, Women's/GYN (back up only), Primary Care Clinics - Blue, White and Red teams (back up only), and Urgent Care (back up only). In order to ensure availability of cross coverage, incumbents will rotate to all clinic areas assigned to PCSM including Primary Care and Urgent Care. The frequency of the rotation will be determined by the Supervisory Program Assistant.

DUTIES OF POSITION

Incumbent is responsible for all reception activities in the clinics, which includes scheduling patients for various clinics or tests, verification of insurance and demographic data, address and telephone number, and other related services for patients who make a personal appearance or telephonic inquiry for treatment at this facility. Incumbent must act as a patient representative in many instances.

The incumbent is normally the first administrative member of the treatment team with whom a new customer has contact and must coordinate with other administrative and clinical staff activities.

Regular and recurring daily contact with patients, their families and clinical staff are made to obtain information to complete medical records, provide directions and instructions, and relay information about policy regarding clinic rescheduling if patient arrives late for appointment. Incumbent must exercise skill and diplomacy during these contacts due to patient's physical and emotional condition.

Receives telephonic communication from patients and refers those that cannot be answered by the incumbent to the appropriate staff. Receives telephonic inquiries regarding past and future appointments, clinic cancellation notices and other routine appointment questions.

Incumbent responds quickly to emergent situations in a calm, efficient manner while rendering assistance to a variety of care providers simultaneously. Incumbent serves as key contact for patients, families, visitors or consulting staff, providing guidance and direction on hospital policies and procedures. Demonstrates sensitivity and compassion when interacting with families/visitors, especially during life threatening situations or periods of bereavement. Serves as key contact for veterans experiencing problems and/or requesting assistance, puts them at ease by listening to their request, and determines the nature of the problem and resolves it or directs them to the appropriate individual.

Incumbent receives numerous telephone calls each day. Is knowledgeable on hospital policies and guidelines as it relates to outpatient care, which covers aspects of release of medical information, and scheduling activities for all clinics associated with the hospital.

Maintains an ample stock of forms and supplies in order to perform assigned duties at all times in an efficient manner.

When prompted in DHCP, incumbent is responsible for instructing patients on reporting to the Means Test Unit to complete paperwork. Incumbent is responsible for ensuring appointment lists, patient routing slips and demographic data sheets are printed for each day's clinic appointments. The incumbent screens the appointment list and ensures all labs noted on the list have been ordered in the computer.

Incumbent is responsible for interpreting a variety of physicians' orders and for the correct and timely input of data into DHCP. Interpreting physicians' orders require extensive knowledge and skill in use of DHCP software such as record tracking, laboratory and admissions. Physicians' orders cover a variety of patient care activities such as tests, treatments, medication, transfers and appointment scheduling.

When working in cardiology, in the absence of the assigned health technician, incumbent provides clerical and administrative support to the cardiology OP clinics, stress tests, holter monitoring, and echocardiograms clinics. Responsible for receiving and screening a wide variety of visitors, making and answering telephone calls (including removing voice mail messages in a timely manner) and handling inquiries not requiring professional attention, checking the cardiology mailbox located in medicine area on a regular basis (at least daily), and receiving, screening and distributing mail. The incumbent will schedule consult appointments as needed and will mark the consults as scheduled in CPRS. No-shows for clinic appointments will be processed daily and letters mailed. The incumbent will process all consult referral No-shows as Discontinued in CPRS.

In other areas, 4 East, 5 West, Bldg 106, Primary Care and Urgent Care, incumbent provides support to various clinics. This includes checking patients in, scheduling clinic consults, appointments, tests, etc., assisting with clearing add edit encounters, processing no-shows on a daily basis, calling patients to remind them of upcoming appointments, receiving and screening a wide variety of visitors and telephone calls and handling inquiries not requiring professional attention. The incumbent will schedule new patient consult appointments per current directives and will mark the consults as scheduled in CPRS. No-shows for clinic appointments will be processed daily and letters mailed. The incumbent will process all consult referral No-shows as Discontinued in CPRS.

Incumbents will perform other administrative duties (i.e. copying, alphabetizing invoices, running errands, etc.) on an as-needed basis, as assigned by the supervisor.

Incumbents will comply with current VA scheduling directives. Scheduling courses in Synquest will be completed annually. All required courses in Synquest will be completed annually.

MAJOR DUTIES**Receives and Processes Applicants for Outpatient Treatment**

Receives and processes applicants for outpatient treatment. Makes patient appointments and checks patients into various clinics as indicated above. Schedules return appointments/ labs/ radiology procedures, etc.

Handles Clerical/ Administrative Support & Coordination Requirements

Provides general clerical/administrative support coordination work for the clinic area. Schedules appointments and tests, and coordinates all activities and appointments for the clinical area, avoiding conflicts in patient treatment plans. Answers telephone inquiries regarding services available. Calls patients to remind them of upcoming appointments. Ensures No-Shows are processed on a daily basis.

Receives and Directs Patients

Receives and directs patients, checks in patients for clinic appointments via DHCP/MISTA scheduling package, answers routine inquiries and makes referrals. Receives and responds to a number of unclear inquiries from patients concerning a variety of medical, personnel, and administrative matters. Determines nature of inquiry and independently responds to all administrative questions. Assists patients, visitors, and others requesting information, guidance or referral for special assistance.

Factor 1 - Knowledge Required by the Position

Thorough knowledge of public relations since the majority of the duties of this position involves meeting and interacting with the public and the hospital staff.

Thorough knowledge of clinic procedures for receiving and following through on patient requests for outpatient treatment, scheduling patient appointments/tests and giving preparatory instructions to patients for a variety of medical procedures. Knowledge of DHCP/MISTA scheduling package and CPRS patient records.

Knowledge of basic medical terminology.

Factor 2 - Supervisory Controls

Incumbents work under the general direction of the Supervisory Program Support Assistant for work assignments, cross-training, etc. The incumbents receive instructions, procedural, and regulatory material. Supervisor or designee is available for assistance and/or explanation on problems encountered. The employee is expected to function independently, exercising sound judgment on the need to refer problems to the Supervisor.

Factor 3 - Guidelines

Guidelines consist of VA Regulations, VA Manuals, Public Laws, Medical Center memorandums etc. The employee uses judgment in interpreting and adapting guidelines and resourcefulness in deviating from traditional methods to develop new criteria or proposed new instructions, etc.

Factor 4 - Complexity

The work involves several processes such as compiling, recording, reviewing, selecting, and interpreting medical data and information incidental to a variety of patient care and treatment activities. Procedures for the performance of work are established.

The work follows a sequence of steps or processes that the employee can follow without supervisory assistance. Decisions regarding what needs to be done involve various choices requiring the employee to recognize the differences among a few easily recognizable, specified alternatives.

Factor 5 - Scope and Effect

Duties such as those involving the timely and accurate recording of physicians' orders, scheduling of patient appointments and assisting patients with a variety of concerns significantly effects the overall quantity and quality of services provided.

This position requires the assembling of all pertinent facts through interview or correspondence with the applicant and/or their representatives providing accurate interpretation of all applicable laws or directives.

Incumbent must always maintain self-composure to uphold the best interest and image of VA and at the same time weigh all the facts in each case to ensure that the various benefits are always granted in a fair, impartial and compassionate manner.

The work involves the performance of a variety of routine, standardized tasks that facilitate work performed by the medical staff, and contributes to a base of patient care provided by the facility.

The incumbent must be flexible and able to move from the assigned duty station to work in another area due to temporary personnel shortages.

Factor 6 - Personal Contacts

Contacts are primarily with personnel within the facility, patients, and patients' families.

Factor 7- Purpose of Contacts

The purpose is to obtain, clarify, or give facts or information to VA beneficiaries and/or their relatives, etc., and at this level, the person may be fearful, skeptical, uncooperative or dangerous. Therefore, incumbent must be skillful in approaching the individuals in order to obtain the desired effect.

Contacts with facility personnel are for the purpose of giving and receiving information that is necessary for the accomplishment of the work. Contacts with patients and families are to provide information regarding administrative issues.

Factor 8 - Physical Demands

The work is primarily sedentary but also requires some standing, walking, bending, lifting and carrying of light items.

Factor 9 - Work Environment

Work is performed in an outpatient clinic designed as an office setting. The work environment could expose the incumbent to communicable diseases, possible physical abuse if exposed to an emotionally disturbed patient or distraught visitors.

The work environment involves everyday risks or discomforts that require normal safety precautions, typical of such places as a hospital. The work area is adequately lighted, heated and ventilated.

Other Significant Facts**Customer Service**

Meets the needs of customers while supporting VA missions. Consistently communicates and treats customers (veterans, their representatives, visitors, and all VA staff) in a courteous, tactful, and respectful manner. Provides the customer with consistent information according to established policies and procedures. Handles conflict and problems in dealing with the customer constructively and appropriately.

ADP Security

Protects printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and VHA policy. Protects the data from unauthorized release or from loss, alteration, or unauthorized deletion. Follows applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in the computer access agreement that the employee signs.

| POSITION EVALUATION STATEMENT | | NATURE OF PROPOSED ACTION | | POSITION NO. | |
|--|---------------------------|--|--|--------------|-----|
| FACTOR EVALUATION SYSTEM | | Establish | | 7386-0 | |
| CLASSIFICATION TITLE | | | SCHED. | SERIES | GRA |
| Medical Administrative Assistant | | | GS | 0303 | 05 |
| ORGANIZATIONAL TITLE | | | NO. POSITIONS | | |
| Medical Support Assistant | | | | | |
| ORGANIZATION | SUBDIVISION | LOCATION | | | |
| Primary Care | Outpatient Clinical Areas | Dorn VAMC Columbia SC | | | |
| EVALUATION FACTORS | POINTS ASSIGNED | (Give Benchmark No., Factor Level No., Etc.) | COMMENTS | | |
| Factor 1, Knowledge Required By The Position | 550 Points | Level 1-4 | -Practical working knowledge of the Dorn Primary Care Outpatient Clinical areas. - Practical working knowledge of VHA rules, regulations & policies governing health care delivery, eligibility for medical benefits, scheduling protocols, & privacy regulations. -Skill in communicating both orally and in writing. -Ability to operate a personal computer, and the computerized patient record system, Vista, & record management software. -Practical knowledge of public relations. -Knowledge of basic medical terminology. -Skill & ability in meeting & interacting with the public & staff. | | |
| Factor 2, Supervisory Controls | 125 Points | Level 2-2 | The supervisor assigns continuing or individual assignments by indicating generally what is to be done, limitations quality and quantity. The supervisor provides assistance on difficult, complex, or controversial issues. The employee is expected to plan, coordinate, and carry out the successive steps on own initiative. The incumbent normally resolves work problems independently. | | |
| Factor 3, Factor 3, Guidelines | 125 Points | Level 3-2 | Guidelines are available as needed for reference purposes but, are not completely applicable to the work, and may lack specificity. The incumbent is required to use judgment in locating & applying appropriate guidelines. | | |
| Factor 4, Complexity | 75 Points | Level 4-2 | The work of this position consists of several processes such as compiling, recording, reviewing, selecting & interpreting medical data & information, to a variety of patient care & treatment activities. The decision as to what needs to be done depends normally requires the employee to recognize differences among several recognizable situations. The employees makes decisions as to what needs to be done, & how to accomplish getting it done. | | |
| Factor 5, Scope and Effect | 75 Points | Level 5-2 | The employee plans & carries out responsibilities that typically comprise a segment of the broader scope clinical scheduling. The work affects the efficiency & effectiveness of the Outpatient scheduling. | | |
| Factor 6, Personal Contacts | 25 Points | Level 6-2 | Contacts are with veterans, their families and representatives, Dorn VAMC employees and professional staff. | | |
| Factor 7, Purpose of Contacts | 20 points | Level 7-1 | Purpose of contacts is to obtain, clarify or give facts or information, to schedule or cancel appointments, refer veterans, update patient demographics & ensure eligibility. | | |

Electronic Version

Department of Veterans Affairs **POSITION SENSITIVITY LEVEL DESIGNATION**

| | |
|-------------------------|---|
| SUBJECT OF DESIGNATION: | POSITION TITLE/GRADE Medical Administrative Assistant, GS-0303-05 POSITION DESCRIPTION NO. (FD #) 7386-0-0 |
|-------------------------|---|

STATION NUMBER/ORGANIZATION
544

NOTE: Each position within the VA requires a designation of its position sensitivity. The of 5 risk factors relating to the efficiency of the service: Degree of Public Trust; Fiduciary; VA procedures involve as a first step, the designation of the program in which the position is (Monetary) Responsibility; Importance to Program; Program Authority Level; and placed. This is accomplished first by assessing the program's impact on the efficiency of the Supervision Received. Risk points are assigned under each risk factor. The number of services at 1 of 7 impact descriptions ranging from Maximal to Minimal. The program's points assigned under each factor varies from 7 points for greatest risk to 1 point for least scope of operations in terms of the efficiency of the service is then determined at 1 of 7 risk. The total risk points for the position in combination with the program's placement, scope descriptions ranging from Worldwide to Agencywide. Designation of the program's determines placement of the position. Final adjustment factors upward or downward are placement is accomplished by converting the combined impact and scope descriptions to a grade to determine the final position sensitivity level.

STEP 1 - PROGRAM PLACEMENT

NOTE: Step 1 involves designation of the program for its impact and scope as related to the efficiency of the service. VA Handbook 0710, Appendix A, describes a program placement description conversion chart and specific criteria for determining the placement of each program. Using the criteria as referenced, determine the programs below.

| | |
|---|---|
| IMPACT ON EFFICIENCY OF SERVICE (Major, Substantial, Moderate, Limited) | SCOPE OF OPERATIONS FOR EFFICIENCY OF SERVICE (Worldwide, Governmentwide, Multi-agency, Agency) |
| Limited | Agency |

NOTE: The total program placement is determined by combining the Impact on Efficiency of Service and Scope of Operations for Efficiency of Service descriptions.

TOTAL PROGRAM PLACEMENT (Major, Substantial, Moderate, Limited)
Limited

STEP 2 - POSITION PLACEMENT

NOTE: Step 2 involves designation of the position for its degree of risk upon the program in terms of the efficiency of the service. In designating position placement, the duties and responsibilities of the position must be considered in the context of the program, and the risk of position has for damage or abuse to the program. The procedure requires a determination of the impact on the program under each of the five risk factors and the assignment of points under each risk factor. Using the criteria as referenced, determine the programs:

| LINE NO. | RISK FACTORS (VA handbook 0710, Appendix A) | RISK POINTS |
|------------------------|---|-------------|
| 1.1 | Degree of Public Trust | 1 |
| 1.2 | Fiduciary (Monetary) Responsibility | 1 |
| 1.3 | Importance to Program | 1 |
| 1.4 | Program Authority | 1 |
| 1.5 | Supervision Received | 1 |
| TOTAL (Lines 1 thru 5) | | 5 |

STEP 3 - FINAL ADJUSTMENT

NOTE: Some positions, by the very nature of the duties and responsibilities of the program or the positions, will require designation at certain levels of sensitivity. Final adjustment in the designation process must take into account unique factors specific to positions, and the organizational need for uniformity of operations. VA Handbook 0710, Appendix A, contains special factor adjustment criteria covering these types of positions.

FINAL SENSITIVITY LEVEL DESIGNATION (Select the appropriate position sensitivity level, i.e., GS, CS, NCS, NS, HR, MR, LR)

Low Risk/Non-Sensitive/Non IT = (NACI)

| | |
|---|---------------------|
| SIGNATURE AND TITLE OF VA POSITION SENSITIVITY DESIGNATOR Richard Davenport Human Resources Sp. (Classification), VISN7 | DATE May 1, 2006 |
|---|---------------------|