

**CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION**

Position Title	HME OP Tech/CSR	Grade	
Department	HME	Exempt	X
Immediate Supervisor	HME MANAGER		
Supervisor next in line	COO	Workweek	Up to 40

POSITION SUMMARY

The HME OP Tech/CSR greets patients/walk-ins (for outpatient CPC, direct to correct area of the hospital, provide info regarding HME products). Performs secretarial duties including filing, answering phones, and making copies. Interfaces with facility staff and outside contacts, vendors, and the public. Create s/o orders for patients who call in, walk-in or on our daily template. Dispense supplies. Verify insurance and patient information with all walk-ins. Provide instruction as needed for DME supplies-walkers, commodes, knee scooters etc. Clean dirty equipment-(knee-scooters). Assemble DME equipment as needed. Scan current s/o into Brightree, Scan charts into Brightree. Pull demographics from CERNER. Provide Data input for daily stats and enter inventory.

Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:

- Actions and communications that contribute to a team concept and create a **positive** environment for **all** customers
- Acceptable performance of essential and all job duties
- Acceptable attendance record
- Accountability for safety to self, patients, visitors and all customers, and care of equipment and building
- Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct
- Accountability for the consequences of own actions
- Physical and emotional ability to perform essential functions
- Acceptable background investigation results if required for position

Minimum Education, Experience, Licensure, Certification required:

High School diploma or equivalent

ESSENTIAL FUNCTIONS/DUTIES:

(Must be able to perform with or without accommodation)

1	Receives and screens phone calls and follows through with messages and scheduling of appointments.
2	Organize and prioritize materials, appointments, and responsibilities.
3	Maintains information, reference materials, and appropriate policies and procedures issued by Central Montana Medical Center.
4	Handles general secretarial duties such as filing, typing, phoning, mail, and supplies.
5	Greet patient and get patient's information for patient charts.
6	Completes other duties as assigned.

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Knowledge, Skills, Abilities:

Knowledge:

- Broad scope of CMMC functions and interrelationships.
- Knowledge of and can perform positively concepts of public/employee relations.
- Resource for pertinent information.
- Central Montana Medical Center policies/procedures.
- Basic English composition, mathematical computations.
- Knowledge of operation with following computer hardware functions as well as knowledge in Microsoft Word, Print Shop, Excel and other pertinent computer programs Phone/Page System,
- copy machines (various models), fax machine, various printers.

Skills:

- Reading and writing skills.
- Strong interpersonal skills.
- Good telephone techniques.
- Basic filing, office procedures and word processing.
- Strong organizational skills and advanced computer skills.
- Must be able to handle multiple duties concurrently and be able to work in a “team” environment.
- Advanced computer skills.

Abilities:

- Maintain confidentiality on all Central Montana Medical Center matters.
- Handle numerous projects/problems at the same time with constant interruptions.
- Deal effectively with a variety of personality types.
- Adapt to fluctuation in workload and take responsibility for managing work hours appropriately.
- Work without direct supervision.
- Use tact and be sensitive to staff, public, physicians, callers, etc.
- Assume additional duties as needed.
- Communicate effectively verbally, in writing, or personally.
- Use good judgment, seek guidance, when necessary, recognize, establish, respond to priorities.

OCCUPATIONAL EXPOSURE for this position:

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
X	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids.

OTHER EXPOSURE for this position:

	Radiation	
	Noise	
	Other (Specify)	

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PHYSICAL DEMANDS: (Essential functions strength rating for position - see Job Analysis)		
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	Sedentary	Exert up to 10# occasionally or negligible force frequently
	Light	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
X	Medium	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	Heavy	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	Very Heavy	Exert > 100# occasionally, > 50# frequently or > 20# constantly

I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.		
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Employee's Signature	Supervisor's Signature	Date