

NURSING CLERK

There is an immediate opening for a bilingual Nursing Clerk in the Ancillary Nursing Department. Under the direct supervision of the Nursing Clerk supervisor, the Nursing Clerk performs various clerical duties related to the assistance of medical staff and the insuring the continuum of patient care within their scope of training.

Responsibilities:

- Proficient navigation of EMR, Claims Processing & Membership/Eligibility systems.
- Responsible for the checking “In” and “Out” of all patients, using Practice Partner, at any particular work station. This includes requesting, receiving, and distributing various documentation and requisitions; i.e. HIPAA forms, release of information, consent forms, etc.
- Intercepts phone calls for patients who want to speak to their primary care physicians, a nurse, or those who want to come in to see an unscheduled physician; asking caller for appropriate and descriptive information in order to route the caller to the proper recipient or to take a detailed message.
- Must maintain daily schedules of physicians consisting of cancellations, no shows, scheduling and re-scheduling of patients due to physician absence.
- Performs general office duties; faxing, filing, copying, the ordering of office supplies and use general office equipment.
- Orders and restocks all necessary office supplies for nursing station.
- Performs data entry (i.e. posting labs or missing encounters into Claims System)
- Types simple correspondence for patients and physicians (return to work letters and new appointment letters).

SATELLITE CLINICS AND EYE CARE:

- Performs all duties previously listed.
- Collects and records patient co-payments as prescribed by participating locals.
- Checks patient eligibility using Claims & Membership systems.
- Enters external referrals into Claims processing system.
- Coordinates appointment scheduling with external in-plan network facilities.

Qualifications:

- High School graduate or higher
- One or two years of general clerical experience
- Must be available to work in all our satellite locations including Polk St. Clinic
- Strong customer service orientation
- Bilingual preferred
- Knowledge of using Microsoft Word and Excel, as well as medical terminologies

All interested applicants should send their resume to hr@unionhealth.org or fax to the HR Department at 312-423-4326. Applications with no cover letter will not be accepted.