



# DIVISION SCOPE OF SERVICE

<b>Division:</b> TRISTAR
<b>Classification:</b> CLINICAL ADMINISTRATIVE ASSISTANT
<b>Applicant Name:</b>

<p><b>Clinical Administrative Assistant:</b> The Clinical Administrative Assistant must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p>
<p><b>Definition of Care or Service:</b> The Clinical Administrative Assistant perform administrative functions for a hospital through their knowledge of medical terminology and applications. Scope of Service may include:</p> <ul style="list-style-type: none"> <li>• Checking in patients at the front desk</li> <li>• Answering the phone, pick up and distribute faxes and mail</li> <li>• Scheduling patients for the proper appointment</li> <li>• Interviewing patients for case histories in advance of appointments</li> <li>• Compiling medical records and charts</li> <li>• Process insurance payments</li> <li>• Operating computer software and office equipment</li> <li>• Transferring lab results to the appropriate clinician</li> <li>• Maintaining supplies and appearance for the office</li> <li>• Provide general administrative and clerical duties to specific Physicians, Directors, and or Advanced Practitioners</li> <li>• Demonstrates Clinical and Service excellence behaviors to include code of HCA Healthcare conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.</li> </ul>
<p><b>Setting(s):</b></p> <ul style="list-style-type: none"> <li>• Healthcare facilities including but not limited to hospitals</li> </ul>
<p><b>Supervision:</b></p> <ul style="list-style-type: none"> <li>• Direct supervision by the Physicians, Directors, and or Advanced Practitioners</li> </ul> <p><b>Evaluator:</b> Department director</p> <p><b>Tier Level:</b> 2</p> <p><b>eSAF Access Required:</b> YES</p>
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• High School diploma or equivalent</li> <li>• Proof of training in medical terminology (Can be found on Skills Checklist)</li> </ul> <p><b>NOTE:</b> Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<p><b>State Requirements:</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• One year of Administrative experience</li> </ul>



# DIVISION SCOPE OF SERVICE

**Competencies:**

The Clinical Administrative Assistant will demonstrate:

- Accurate patient information review and evaluation
  - Uses at least two ways to identify patients before meeting with the patient and family unit
  - Accesses the patient medical record appropriately
- Basic Communication & problem solving skills
- Strong organizational skills
- Strong computer skills
  - Microsoft office
  - Specific hospital programs
- Infection Prevention
  - Practices consistent hand hygiene
  - Uses personal protective equipment (PPE)
  - Complies with Isolation precautions
  - Required immunizations per Division requirements

**References:**

**Document Control:**

- Created 8/14/2018
- Cosmetic updates 5/21/2020

**Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.**

**Applicant Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_