

Frequently Available Positions

Physician Assistant
Nurse Practitioner
Registered Nurse
Licensed Practical Nurse
Medical Assistant
Outpatient Access Associate
Patient Registration Associate
Data Coordinator
Billing Specialist
Insurance Collection Specialist
Document Imaging Specialist
RN, Clinical Care Manager
Practice Manager

Job Summaries

Physician Assistant/ Nurse Practitioner: Provides comprehensive care with an emphasis on health promotion and education in Primary Care setting. This includes identification, management, and/or referral of health problems in collaboration with various health care specialists. All assessments and medical planning of care are accomplished under the direction of the patient's attending physician.

Requirements: Certification as a Nurse Practitioner registered in New York State or completion of an AMA approved Physician Assistant program. Prefer 3 years' experience as a Nurse Practitioner or Physician Assistant in family practice or other primary care setting, including prenatal obstetric and gynecologic care to adolescents and adults. Advanced Cardiac Life Support Certification also preferred.

Registered Nurse: Provides direct patient care, documentation, administration of medications, minor laboratory testing, and communicates with patients, health care providers, pharmacies and vendors within the scope of practice intended by the Licensed Registered Nurse regulations of the New York State Nurse Practice Act. Makes decisions regarding urgency of needs, and triages emergent care situations to the appropriate care provider. Collaborates with residents, physicians, and social workers in clinical decision making and follows up on patient care needs.

Requirements: Has fulfilled the requirements to be a Licensed Registered Nurse in NY State; BSN preferred. Two to three years' experience in direct nursing care; experience with patients of all ages preferred. Ambulatory care and telephone triage experience preferred. Computer literacy essential. Must successfully pass medication administration proficiency exam. NYS Licensed RN, CPR (AHA)

Licensed Practical Nurse: A nonexempt position responsible for nursing care under the supervision of physicians and/or RN and within the appropriate scope of practice. Performs functions associated with the clinical aspect of a patient visit in Primary Care. Direct patient care, documentation, administration of medications and injections, minor laboratory testing, and communication with patients, health care providers, insurers, pharmacies, and fellow staff. Occasional evening and weekend work possible.

Requirements: Certification as a Licensed Practical Nurse in New York State. Minimum of 1 year LPN experience. Outpatient primary care and/or pediatric (if applicable) experience preferred. Must successfully pass medication administration proficiency exam

Medical Assistant: Maintain patient flow, support providers, assist and promote the delivery of primary and preventative health care. Perform technical procedures, and clinically oriented activities under nursing supervision. Perform various office duties as needed, filing, backup for secretarial staff.

Requirements: Associates Degree in Medical Assisting or Successful completion and certification from an accredited Medical Assistant program. 2 years of recent experience working in a medical facility as a Medical Assistant; or an equivalent combination of education and experience. Experience with electrocardiogram (EKG), vital signs, and venipuncture.

Outpatient Access Associate: Performs functions associated with patient information processing for ambulatory care visits. Completes the tasks of reception, registration, charge capture and entry, appointment scheduling, eRecord task management, In Basket management and Telephone encounter management. Responsible for accurate and timely input of data into Flowcast. Assures patient satisfaction with information processing and reception service. Requires accuracy in order to generate a billable service for the provider. Upon satisfactory completion of 6 months' probation, and competence in performing all activities of role, the Outpatient Access Associate will advance to the Outpatient Access Specialist.

Requirements: High School Diploma and 2 years related work experience; or equivalent combination of education and experience. Prefer medical terminology experience. Demonstrated ability to word process documents and enter data into a database. Demonstrated skills related to achievement of customer satisfaction. Demonstrates ICARE values.

Patient Registration Associate: Performs full range of duties related to processing patient information for visits which may include: reception, registration, charge capture and charge entry, appointment scheduling, medical records management and telephone management. Responsible for accurate and timely input of collected information into the hospital information systems.

Requirements: High School Diploma or GED. 2 years of office experience; medical office experience preferred. Experience with Microsoft Outlook, Word, Excel is highly recommended.

Data Coordinator: The Data Coordinator performs patient centered medical home data tracking duties while working within the practice health care team.

Requirements: One year post high school education or equivalent (prefer Associate's degree) and 1-2 years relevant experience. Prefer one year working experience in an outpatient primary care environment. Knowledge of medical terminology required. Knowledge of medical practice operations preferred. Requires basic proficiency with Microsoft Word and Outlook; intermediate proficiency with Microsoft Excel.

Billing Specialist: Under general direction of the Lead coding/Billing specialist of Primary Care Billing Service and with significant latitude for independent judgment, the Billing Specialist serves as the direct contact for the assigned Primary Care Network (PCN) physician practices for the following functions:

coding of encounter forms, verification of network offices daily balancing/deposits, charge entry, payment application, medical record review for diagnosis and procedure abstracting.

Requirements: CMBS certification (required within 1 year of year) and/or 3-4 years of related experience, or equivalent combination of education and/or experience. Experience with Electronic Medical Records and GE Flowcast (Billing & Scheduling Software) preferred. Proficiency with ICD-9, CPT and HCPCS. Knowledge of Government and Local third party regulations preferred. Excellent organizational and problem solving skills as well as excellent communication and customer service skills. Ability to work in a team setting with all levels of management and staff. Proficiency with Microsoft Office products; Excel skills required.

Insurance Collection Specialist: The Primary Care Billing Service (PCBS) Insurance Collection Specialist is responsible for resolving unpaid or rejected insurance accounts which are not collected through routine billing and follow up to determine collection technique, resulting in probable payment. The Insurance Collection Specialist is responsible for self-monitoring performance on assigned tasks, following standard procedures and may train and coordinate activities of peers and lower level staff, as directed by Associate Director, Manager or Lead Insurance Specialist.

Requirements: 2 years in the medical field or related experiences and 3 years in a physician billing setting and/or equivalent combination of experience and training. Experience working with automated billing systems and/or GE Flowcast preferred. Experience with Microsoft Office including: Microsoft Word and Excel and electronic scheduling. Advanced written and verbal communication skills.

Document Imaging Specialist: The Document Imaging Technician is responsible for efficiently and accurately prepping, scanning, indexing and quality checking documents for placement into e-Record and OnBase. Provide assistance to physicians in the delivery of efficient and effective comprehensive medical care through maintaining organized electronic medical records (EMR).

Requirements: Requires High school graduation with some college experience (prefer AAS degree), and 1-2 years of related experience or equivalent combination of education and experience. Prior experience working with Health Information Management Systems preferred. Ability to perform job functions, troubleshoot problems and make decisions without direct supervision. Strong computer skills, excellent keyboard skills, must display a high level of accuracy, critical thinking and organization. Must have the ability to sit for long periods of time, must be flexible in daily assignments and able to cross-cover within an assigned work group. Must be able to understand and follow oral and written instruction and must be able to communicate with co-workers to perform duties as part of a work group.

Registered Nurse, Clinical Care Manager: The Clinical Care Manager manages clinical aspects of patient centered medical home, working with the interdisciplinary medical team in the provision of patient care. Coordinates medical care of patients identified as high risk by health risk assessment/appraisal or by physician clinical determination. Assumes coordination role at the point of service and through targeted outreach and follow-up.

Requirements: Associate of Applied Science in Nursing and a minimum of five years of professional nursing experience. Outpatient primary care and/or pediatric (if applicable) experience in community health, care management, and/or disease management is preferred or; an equivalent combination of

education and experience. Registered Nurse in New York State. Current CPR certification required and valid NYS driver license.

Practice Manager: Under general direction of the site medical director and Primary Care Administration, and with significant latitude for independent judgment, the Practice Manager (PM) serves as the business manager for the physician(s). The PM performs, supervises, coordinates and/or monitors the work activity of employees, develops goals and objectives and is responsible for annual operating budgets for the office. The PM will maintain a positive work environment by behaving and communicating in a respectful and professional manner with patients, coworkers and supervisors. Occasional evening and weekend work is possible.

Requirements: Associate's Degree and 2 years of experience; or 4 years of related experience. Minimum four years of administrative experience, including one year of management experience in health care. License/Certification Required: Certified Medical Office Manager (CMOM) and notary public required within one year. Skills: Knowledge of medical practices, terminology, and reimbursement policies. CPT/ICD-9-CM coding systems. Electronic medical records and billing systems. Skill in planning, organizing, delegating, and supervising. Skill in evaluating the effectiveness of existing methods and procedures. Skill in problem solving. Skill in verbal and written communication. Ability to use multi-line phone system, including transferring calls and paging. Strong Microsoft Office skills. Ability to read, interpret, apply and cross-train staff regarding policies and procedures. Ability to set priorities among multiple requests. Ability to interact with patients, medical and administrative staff, and the public effectively.

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Highland Hospital: <http://www.urmc.rochester.edu/highland/careers.aspx>

Or feel free to email a resume for consideration to: pcemployment@urmc.rochester.edu