



## **Physician Support Specialist**

**We currently have 2 openings**

**Job IDs: 226597 & 227057**

**Pay Grade: 9 | Reports To: Practice Manager**

### **Position Summary:**

A critical member of a collaborative care team, the Physician Support Specialist (PSS) performs complex secretarial duties in a fast-paced clinic setting while always demonstrating our values. The PSS provides support to provider teams and is a liaison to patients and other customers.

### **Work Hours:**

Must be able to perform rotating shifts: 8:00am–4:30pm, 8:30am–5:00pm

The closing shift (8:30am–5:00pm) may be extended past 5:00pm on occasion depending on patient schedule.

### **Responsibilities & Duties:**

**The PSS accurately and efficiently performs the following duties as well as others as requested:**

#### **Processes incoming telephone calls – 20%**

- Reviews and prioritizes calls based on urgency of need
- Distributes calls as appropriate and/or makes return calls
- Documents actions in patient charts as appropriate

#### **Manages and optimizes clinic schedules for assigned providers – 5%**

- Reviews schedules for accuracy/errors
- Brings errors to attention of management as appropriate
- Contacts patients for appointments as requested
- Consults wait list when cancellations occur in schedules
- Consults providers regarding scheduling as needed
- Checks hospitalization list every morning to cancel appointments for patients who are currently inpatient

#### **Processes prescription requests – 20 %**

- Checks requests for accuracy, previous prescriber, if active medication, if refills due/already exists, patient's appointment history
- Ensures prescriptions contain all necessary information
- Uses established template for controlled substance refill request and checks I-STOP for providers
- Contacts pharmacies as needed when questions/concerns arise
- Routes to appropriate provider, following availability and coverage rules
- Follows up by faxing/mailing hard copy scripts, scheduling appointments for patients as requested, etc.

#### **Obtains prior authorizations for medications – 20 %**

- Reviews chart for supporting documentation for medication and for history of medications tried

- Completes authorizations via fax or Cover My Meds as appropriate
- Collaborates with pharmacies toward resolutions
- Reviews insurance formulary for covered alternate medications
- Discuss reasoning with provider if unable to answer all questions following research

**Processes paperwork for assigned providers – 20 %**

- Reviews patient chart and faxes requested documentation to other providers
- Provides paperwork to appropriate provider for completion
- Ensures paperwork is complete
- Adds demographic and clinic information for provider
- Obtains attending provider co-signature for resident paperwork
- Ensures a release of information is obtained as appropriate
- Sends paperwork to be scanned into patient charts
- Faxes or mails return paperwork to patients as appropriate

**Processes incoming faxes – 10 %**

- Reviews and distributes faxes to correct recipient/location
- Reviews and processes faxes in team folders as appropriate

**Manages the anti-coagulation reminder list – 2 %**

- Sends appropriate reminder to nursing practice following established schedule
- Alerts appropriate provider if patient does not respond after 5 reminders

**Provides coverage for Outpatient Access Specialists as necessary – 3 %**

- Performs check-in procedures
- Performs other reception procedures
- Performs check-out procedures following patient clinic appointments
- Performs phone room procedures

**Qualifications:**

Associate's degree in medical, secretarial or related field and a minimum of three years of relevant experience required; or an equivalent combination of education and experience. Demonstrated customer relations and multi-tasking skills required. Medical terminology and electronic medical records experience preferred. Ability to act as a resource to less experienced staff also preferred.

**To Apply:**

Current University of Rochester employees: apply through HRMS.

Non-University of Rochester employees:

1. Go to the [UR Careers Page](#).
2. Under Job Search, select All Other Openings.
3. In the Search Jobs box, enter the Job ID at the top of this posting.
4. Select the posting.
5. Select Apply for Job.