

Office Coordinator, Health Services
Embry-Riddle Aeronautical University

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Posted Dec. 5, 2019, set to expire Apr. 5, 2020

Job Title Office Coordinator, Health Services

Department

Institution Embry-Riddle Aeronautical University
Daytona Beach, Florida

Date Posted Dec. 5, 2019

Application Open until filled

Deadline

Position Start Available immediately

Date

Job Categories Professional Staff
Coordinator

Academic Field(s) Health Services
Administrative Support/Services

Job Website <https://embryriddle.taleo.net/careersection/002/jobdetail.ftl?job=190706>

Apply By Email

Job Description

Embry-Riddle Aeronautical University is now hiring an Office Coordinator for Health Services at the Daytona Beach campus. The Office Coordinator provides comprehensive services to support the clinical operation and communications of ERAU Health Services. This position coordinates office functions to ensure efficient workflow for the department that provides health care services and wellness promotion for a diverse and growing population of students, faculty and staff. This role will focus on superior customer service while ensuring the department is in compliance with all regulations and processes to maintain HIPAA compliance, obtaining medical insurance cards, and immunization compliance throughout the Daytona Beach campus. This position will ensure consistent behavior with professional communication and excellent customer service when interacting with all members of the ERAU community. This position will show patience, attentiveness and positive language and attitude at

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all times.

Responsibilities include the following:

Serve as Super User for electronic medical records (PyraMed). Assist all staff with problems, requests or upgrades with the system. Work with PyraMed directly and/or through ERAU IT Department to develop and implement queries, forms, tasks, processes and any other requests or initiatives that increase efficiency and accuracy to ensure overall compliance of records, charting and reimbursement. Maintenance and knowledge of PyraMed to ensure all scheduling is up-to-date and the system is being utilized to the highest efficiency. Troubleshoots system problems. Works with external server host to research and implement upgrades. Provides technical support and PyraMed training for the department's staff. Prepares statistical reports.

Maintain access to Florida Shots to assist students in retrieving immunization records. Input data into Florida Shots. Monitor the pre-matriculation immunization compliance records of all students. Develop and maintain queries within the electronic medical records that provide easy access and recognition of all students that are not compliant with vaccinations. Provide a quick and easy query that will identify students on campus and a separate query for off campus students.

Ensure all students that are seen within ERAU Health Services have submitted accurate and current health insurance cards, are immunization compliant and have completed a HIPAA/Privacy Form as per federal law.

Work with various departments throughout the university such as ROTC and Athletic department to schedule required physicals or events as necessary or requested.

Provide exceptional customer services to all students and families, faculty and staff throughout the university by responding to questions and inquiries regarding admission compliance with health requirements and medical records. Forward all questions that are not ERAU Health Services related to appropriate departments within the university.

Correlate and report front office schedules for Office Assistant and student employees to provide adequate coverage on a two-week schedule. Be proactive to assure a positive environment for all staff and student staff within Health Services.

Assist Medical Office Manager and Director of Health Services by attending meetings and providing all necessary follow up to assure everyone is consistent throughout all new and existing processes.

Communicate at all times any concerns for all deadlines that have been set. Attend various meetings or conferences that are beneficial in assisting to implement services that are beneficial for the ERAU community and that aid in the future success of our students, faculty and staff. Be open to learning and implementing any new functions, policies and procedures with a positive attitude.

Update external and internal websites as necessary to ensure all information is accurate and up-to-date. Ensure all available resources are being utilized to market ERAU Health Services. Daily content applied to social media sites. Maintain accurate and up-to-date pamphlets and promotional brochures. Ensure all Health Services staff have working and functional computers, phones, business cards,

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signage and any accessories required to complete their jobs.

Correlate all HIV and STI Clinics.

Communicate, correlate and delegate to ensure all students requiring transportation for health services elsewhere as requested by the student or health services staff.

Ensure all areas within the department are clean and building maintenance is complete.

Other duties as directed by the Medical office Manager or Director of Health Services.

Qualifications

Required Qualifications:

Bachelor's degree in Healthcare Administration or Health Management. In lieu of Bachelor's degree, 10 years of health office coordinator experience will be considered.

Excellent interpersonal and communication skills.

Strong analytical skills and technical expertise with Microsoft Office programs.

Understanding of medical terminology.

HIPAA and FERPA understanding.

Experience with marketing and social media.

Understanding of applicable laws and regulations regarding medical office compliance.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact