

# Classification and Qualification



# STANDARDS

The California State University System

## Medical Secretary

*Class Code 1142*

*Date Established 6-30-78*

*Occupation Index Reference C-6*

### **DEFINITION:**

Under general supervision of the director of a health center, takes and transcribes oral dictation or transcribes machine dictation; receives and screens telephone calls and visitors; uses considerable judgment in providing information in response to numerous inquiries; establishes and maintains confidential and administrative files and prepares summaries of data pertinent to the work of the director of the center. The work typically requires a detailed knowledge of the programs, policies, and activities of the health center and an understanding of the legal implications of providing medical services and of protecting confidentiality of personal health information.

### **DISTINGUISHING CHARACTERISTICS:**

The Medical Secretary is distinguished from other secretarial positions at this level by performing specialized secretarial/clerical work involving knowledge of the medical setting, by the ability to take oral dictation or do transcribing involving medical terminology and by the ability to follow laws relating to confidentiality of personal health information. This class is from Administrative Aid since the major portion of the work is secretarial. Assignment to administrative studies is intermittent. Incumbents in this class typically assist the supervisor on designated administrative studies.

### **Examples of Typical Activities:**

Manages the office of the director of a student health center; performs a variety of clerical services and tasks to support program activities and goals; adjusts office procedures and priorities to meet program changes; composes, prepares, and types correspondence, reports, memoranda, and records using knowledge of the medical setting, with the extent of supervision dependent on the delegation of authority by the supervisor; takes and transcribes medical dictation consisting of a variety of medical correspondence, diagnoses, information, and reports; acts as office receptionist or answers the telephone providing information as directed by the policy of the director; assists the director and staff in communicating and coordinating their exchange of information; assists the director with arrangements for interviewing, selecting, and assigning new personnel; sets up, adjusts and maintains the director's appointment schedule and calendar of activities; reschedules appointments and meetings as necessary to accommodate unexpected changes in priorities or work schedule; schedules professional staff and committee meetings and makes arrangements relating to time, date and place; compiles agenda and prepares information for participants; prepares and evaluates completeness and appropriateness of materials and arranges distribution; maintains control records to identify deadlines and keep supervisor informed of priority items; establishes and maintains office files and record systems; may keep cost, budget or statistical information and prepare tables, summaries, and simple reports.

## MINIMUM QUALIFICATIONS:

### **Knowledges and Abilities:**

Thorough knowledge of correct grammar, good English, spelling and punctuation; thorough knowledge of medical office methods, procedures and practices; thorough knowledge of medical terminology; thorough knowledge of procedures related to maintaining privacy of medical information.

Ability to coordinate many different secretarial tasks, determine relative importance of each, set deadlines and complete projects accordingly; ability to reschedule and distribute work assignments due to a shift in priorities; ability to review processes and identify deviations from applicable policies or procedures; ability to trace clerical processing errors; ability to learn the operations of the health center.

Ability to apply judgment, discretion and initiative and, with minimal supervision, to perform complex secretarial work in a variety of such programs or projects; ability to establish format and spatial arrangement of correspondence, charts and statistical data where required; ability to independently initiate, draft, and prepare clear and concise memoranda in final form and to prepare correspondence requiring selection of materials and references from a variety of sources; ability to establish record filing systems and to keep information confidential. Ability to screen mail, telephone calls and visitors; ability to project needs for equipment and supplies; ability to accumulate cost information.

Ability to read and write at a level appropriate to the duties of the position; ability to perform arithmetic computations where required.

Typing—Ability to type at a corrected rate of 45 words per minute.

and either

Dictating Machine Transcribing – Ability to meet this same typing requirement plus ability to transcribe medical dictation with a high rate of accuracy and speed.

or

Stenography – Ability to meet this same typing requirement plus ability to take medical dictation at a rate of 80 words per minute.

### **Experience:**

Equivalent to four years of responsible stenographic and clerical work including one year requiring the taking or transcribing of dictation in a medical setting which has provided the applicant with the knowledges and abilities listed above. Equivalence to nine semester units in medical terminology and medical office practice may be substituted for the one year of specialized experience.

Prospective applicants who have not had the education or experience listed may substitute other evidence of meeting the above qualifications for up to two years of the required stenographic and clerical experience. (For example: Two years of training at a vocational business school or two years of full-time college education involving a variety of secretarial, business or commercial subjects may be substituted for two years of the required experience; college education in a non-job-related subject may be substituted for up to two years of experience on the basis of one year of college education for six months of general experience.)

**Work Week Group:** 1  
**Premium O/T:** Yes  
**Shift Differential:** No  
**Employee Category:** Non-Academic