

NO RTEC JOB SPECIFIC SKILLS COMPETENCY

MEDICAL SECRETARY

DOT: 201.362-014

CORE SKILL COMPETENCIES/INDICATORS:

1. Can open, sort and route incoming mail and prepare outgoing mail. (IN, I, S)
2. Can collect and distribute documents, reports, letters, etc. (IN, I, S)
3. Can accurately type and format documents using a computer and/or typewriter. (IN, T)
4. Can proofread reports, documents, letters, etc. (IN, S)
5. Can utilize a multi-line telephone system, accurately record and route messages. (IN, I, S, T)
6. Can prepare and disseminate schedules for supervisors/co-workers, including duty rosters and work schedules. (R, I, S)
7. Can schedule appropriate appointments for customers. (R, I, S)
8. Can take dictation (methods may include shorthand, longhand, taped, etc.). (IN, I, S)
9. Can accurately transcribe data. (IN, I, S, T)
10. Can correctly answer standard questions relating to business hours, services, functions, etc. (IN, I, S)
11. Can prepare budget requests, reports, summaries, etc. (R, IN, S)
12. Can prepare and/or maintain supply and equipment inventory. (R, IN, S)
13. Can operate standard office equipment (fax, shredder, postage meter, adding machine, etc. (R, S, T)
14. Can operate a photocopy machine; change paper, make minor adjustments, frame text, etc. (R, S, T)
15. Can type at least 60 words per minute with 90% accuracy. (IN, T) (*Note: Additional documentation is required to verify competency for this indicator.*)
16. Can appropriately sort materials, documents, letters, reports, etc. and accurately file according to the business's filing system. (IN, S)
17. Can operate a personal computer and standard (or medical) word processing software package. (IN, T) (*Note: Identify software package.*)
18. Can operate a personal computer and standard (or medical) spread sheet software package. (IN, T) (*Note: Identify software package.*)
19. Can operate a personal computer and database management software program. (IN, T) (*Note: Identify software package.*)
20. Can locate and attach appropriate files to correspondence to be answered. (R, IN, I, S)
21. Can oversee clerical workers to assure work is performed properly and maintain personnel files. (R, IN, I, S)
22. Can compile and maintain medical histories, records, and/or customers' charts. (IN, I, S, T)
23. Can understand and utilize basic medical terminology, including: word roots, prefixes, suffixes, abbreviations and symbols. (IN, S)
24. Can complete and submit insurance claims, reports, etc. utilizing appropriate codes and procedures. (IN, I, S, T)
25. Can comprehend and interpret hospital, clinic, and/or laboratory procedures. (IN, I, S)
26. Can demonstrate proper procedures for scheduling surgeries, and arranging hospital admissions. (R, IN, S).
27. Can demonstrate ability to assist physicians or medical scientists with reports, speeches, articles, and conference proceedings, as directed. (R, IN, I, S)
28. Can research, procure and disburse travel arrangements, as directed. (R, IN, I, S)
29. Can demonstrate ability to perform basic arithmetic operations quickly and accurately. (IN, S)
30. Can demonstrate ability to deal with people beyond giving and receiving instructions. (I)
31. Can demonstrate ability to perform a variety of duties, changing from one task to another of a different nature without loss of efficiency or composure. (R, IN, I, S, T)
32. Can demonstrate an understanding of the medical industry's confidentiality rules and procedures. (IN, I, S)