

# Medical Administrative Support Overview

## **1. Patient Scheduling & Appointment Management**

- Schedule, reschedule, and cancel patient appointments
- Manage provider calendars and availability
- Send appointment reminders via phone, email, or text
- Coordinate telehealth session setup
- Verify appointment details and required documentation

## **2. Patient Communication & Support**

- Answer patient inquiries through phone, email, or messaging portals
- Provide information on office hours, procedures, and policies
- Guide patients through basic pre-appointment instructions
- Handle follow-ups and check-ins
- Respond professionally while protecting patient privacy

## **3. Medical Billing & Insurance Support**

- Assist with billing processes and invoice preparation
- Submit claims to insurance companies as directed
- Track outstanding claims and follow up on unpaid invoices
- Verify insurance eligibility and coverage
- Update patient billing records

## **4. Medical Records Management**

- Organize digital patient charts and files
- Process and file test results, referrals, and lab reports
- Ensure medical records are complete and compliant
- Update patient profiles with demographics or contact changes
- Handle record requests according to privacy rules

## **5. Data Entry & Documentation**

- Enter patient information into practice management systems

- Update medical histories provided by patients
- Maintain logs of lab results, prescriptions, or referrals
- Prepare routine reports for providers or office managers
- Keep documents accurate and well-organized

## **6. Provider & Office Support**

- Prepare daily schedules and summaries for providers
- Assist with credentialing information or renewals
- Organize digital files such as SOPs, forms, and templates
- Help manage office inboxes and communications
- Support onboarding of new medical staff

## **7. Prescription & Referral Assistance**

- Send prescription refill requests to providers (where legally allowed)
- Track status of refill approvals
- Prepare referral documents and send them to specialists
- Follow up to ensure referrals are received and scheduled

## **8. Compliance & Confidentiality Tasks**

- Help maintain HIPAA-compliant processes
- Secure patient files and communication logs
- Use approved platforms for data handling
- Support workflow organization that protects patient privacy Essential Skills
- Knowledge of medical terminology
- Experience with EHR/EMR systems
- Strong communication and patient empathy
- Attention to detail and confidentiality
- Organizational and multitasking skills
- Understanding of insurance and billing processes