

**UNITYPOINT CLINIC FAMILY MEDICINE-EAST DES MOINES/LA
CLINICA DE LA ESPERANZA
PARAMEDICAL STAFF
JOB DESCRIPTIONS**

The Family Medicine at East Des Moines is fortunate to have a dedicated and enthusiastic paramedical staff. The following is an abbreviated description of the duties for each classification of positions. The staff performs many other duties other than those described below; however, this information is to provide the basic function of each job classification.

Senior Clinic Administrator - The Senior Clinic Administrator is responsible for the operational performance in a medical office practice and monitors the activities of all office operations components to ensure the clinic meets its objectives. Advises and seeks consent from the organizations leadership team to coordinate and manage the activities in the clinic.

Clinic Operations Lead - The Clinic Lead is responsible for assisting with the coordination of the day to day operations of the clinic. They assist in monitoring the activities of the clerical and clinical staff.

Billing Specialist - Responsible for posting charges and payments to patient accounts, and assisting patient and non-patient callers with billing questions. Ensures accurate claims are submitted to insurance carriers, correcting claims as needed.

Experience Specialist- Greets patients and visitors, determine their needs, and direct them accordingly. Answer the phone, schedule appointments, receive payments, issue receipts, and perform other tasks as required.

Interpreters –Are available to translate Spanish language for a patient and a physician.