
APPENDIX B

JOB DESCRIPTION/RESPONSIBILITIES OF ACCESS MANAGER

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Access Manager/Appointment Officer Responsibilities/Position Description

The job description of the MTFs Access Manager/Appointment Officer will include, but not be limited to, the following responsibilities:

- Functions as the Commander's agent for access improvement, management and sustainment activities, appointment standardization, provider and table builds, access measurement and schedule management at the MTF
- Chairs the MTFs Access Management Team
- Consults with and assists clinic heads in formulating clinic goals in terms of meeting access standards to include but not limited to access management functions, schedule management, capacity management, patient demand analysis, staffing, and other applicable Access Management areas seen fit by the local command.
- Assesses clinic operations and appointment utilization patterns to identify bottlenecks and to maximize use of available resources
- Ensures that , standardized appointment types, , and standardized detail codes are implemented and properly used within the MTF
- Ensures appointment personnel are appropriately trained on appointment standardization and access improvement initiatives and procedures
- Ensures clinic leadership is trained on the value and use of performance measurement tools such as canned CHCS reports, Template Analysis Tool, Access to Care Summary Reports, and Service specific access management tools and reports, etc.
- Ensures personnel are designated at the clinic level who are responsible and accountable for access management, and provider schedule management
- Monitors appointment standardization compliance, referral processing compliance, and access metrics for all clinics within the MTF
- Ensures the MTF-wide dissemination of pertinent MTF and higher headquarters Access Improvement directives

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- Functions as the MTF's point of contact for ATC operations and represents the MTF at related functions, meetings and conferences
- Identifies need for changes in access management processes and or for functional changes to appointing information systems
- Interfaces with Intermediate Command, Service level counterparts to facilitate access improvement programs

Access Manager/Appointments Officer Knowledge, Skills, and Abilities (KSA)

The knowledge, skills and abilities of the MTF Access Manager/Appointment Officer should include, but not be limited to the following:

- Knowledge of MTF and clinic procedures for scheduling appointments, building Appointment Information System/CHCS provider files and tables, and managing provider templates and schedules.
- Knowledge of clinical operating procedures of the various clinics within the MTF.
- Working knowledge of on-going ATC improvement initiatives and the policies that govern them.
- Demonstrates a thorough knowledge of the functionality of MHS/Service Appointing Information Systems.
- Demonstrates a working knowledge of the correct usage of MEPRS Codes, CPT and ICD codes for the various clinics within the MTF as it applies to developing appointment templates and schedules and booking patient appointments.
- Demonstrates the ability to research, collect and analyze data from multiple sources and provide appropriate managerial recommendations to MTF leadership on ATC processes and initiatives.
- Skilled in identifying problems, developing solutions to problems and implementing those solutions to bring resolution to those problems in accordance with accepted guidance.

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- Demonstrates experience of effectively communicating orally and in writing to higher headquarters, MTF leadership, and clinic heads.
- Demonstrates an awareness and appreciation for the duties and responsibilities of the MTFs providers and access management and appointing personnel.