

Sample Departmental Essential Functions



Clinical Services (Primary + Specialty Care)

- Patient Encounters
- After Hours Care
- Care coordination

Behavioral Health Services

- Patient Encounters
- Medication Management
- After Hours Care (Crisis Response)

Dental

- Preventative Services
- Procedures
- After Hours Care

Pharmacy Services

- Procurement
- Inventory Management
- Dispensing

Lab Services

- Specimen Collection
- Testing/Processing
- Specimen Transportation

Patient Services

- Appointment Scheduling
- Patient Registration
- Transportation
- Referral Management
- Case Management

Nursing

- Intake/Triage
- Clinical Support Services
- Immunizations
- Infection Control & Sterilization
- Emergency Responses (Code Blue)

Facilities

- Safety/Security Management
- Biohazardous Waste Management
- Utilities Management

Information Technology

- Hardware Maintenance and Support
- Software Maintenance and Support
- Connectivity Management

EMR & Informatics

- Utilization Reporting (internal)
- Utilization Reporting (external)
- Data Capture- Quality Measures

Finance

- Accounts Receivable
- Accounts Payable
- Billing and Collections – Payors
- Billing and Collections- Patients (self-pay)

Human Resources

- Payroll
- Benefits Administration
- Employee Relations

Quality & Risk Management

- Incident Reporting and Follow-up
- Operational Assessments
- Reporting and Analysis