



Position Description

Position Title: Medical Assistant
Department: Medical
Reports To: Medical Assistant Supervisor
Status: Non-exempt

Summary

The individual will assist clinicians with the delivery of primary health care to patients in accordance with Health Center policies and procedures.

Duties & Responsibilities

- Assist department providers with patient care and treatments which include but are not limited to:
 - Greet and prepare patients for exams and treatments in a prompt and courteous manner
 - Measure and record vital signs
 - Phlebotomy and IVs
 - Collection of laboratory specimens
 - Complete CLIA-waved lab tests
 - Manage panels and reports including patients who have no showed appointments as directed by providers, Clinical Manager, or Population Health Specialist
 - Complete any and all follow-up for patients as directed by clinicians including phone calls, scheduling appointments, referrals to other providers or specialists, patient letters, other patient outreach, etc.
 - Telephone management including scheduling of appointment, screening calls for triage or urgent care, record messages for providers and staff, and relay pertinent health information
 - Complete prior authorizations for medications as needed
 - Monitor fax folder, referrals, and other forms of patient information
 - Maintain patient-ready cleanliness and order of exam rooms
- Complete accurate, legal, and ethical documentation in patient medical records/EHR
- Assist in the assurance of ongoing review and effectiveness of medical procedures. Report to Lead Medical Assistant when updates, additions and modifications are needed.
- Assist with special projects as requested by Clinical Manager or Population Health Specialist
- Assure exam rooms are stocked with proper supplies, daily and monthly control testing is performed, and product and medication expiration dates are checked and discarded as necessary
- Participate in meetings or groups as requested
- Performs other clinical maintenance and cleaning tasks as scheduled or necessary including Quality Controls
- Act within the scope of the practice
- Report to work as scheduled
- Promote the mission, vision and values of the organization in all interactions
- Other duties as assigned

Qualifications

The individual must respect the confidentiality of patient information while performing job duties and to establish and maintain effective working relationships with patients, employees and public.

Education and/or Experience

The individual must have a High school diploma plus relevant work experience or training is required. Associate degree or experience as a Medical Assistant, Certified Nursing Assistant, or related role is preferred.

Communication Skills

The individual must possess very strong oral and written communication skills and have the ability to read and understand documents; write routine reports and correspondence; speak effectively before groups of customers or employees of organization. Bilingual skills (Spanish/English) are helpful, but not required.

The individual must communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

Computer Skills

The individual must possess a working knowledge of computers and demonstrate the ability to learn practice management system.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting 25 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Possess sight and hearing senses to function adequately so that the requirements of this position can be fully met

Work Environment

Work is performed largely indoors and most days are spent working directly with patients. Interaction with others is frequent and interruptive. Work may be stressful at times. The noise level in the work environment is usually moderate. Work hours are 40 hours a week for full-time employees, 30 hours a week for limited full-time employees and less than 29 hours for part-time employees. Work hours correspond to the hours that the health center is open, which include weekday business hours and exclude holidays and weekends. Occasional unscheduled overtime may be required. Community involvement is encouraged but not required.

Acknowledgement

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date