



POSITION DESCRIPTION

POSITION TITLE:	Medical Assistant	DEPARTMENT:	Various
REPORTS TO:	Flow Management Supervisor	FLSA STATUS:	Non-Exempt
HOURS:	F/T Mon – Fri; 40 hours (Some evenings and Saturdays may be required)		

High-Quality Health Care for All

The mission of Valley Community Healthcare is to improve the health and wellbeing of our community by providing high-quality comprehensive healthcare services regardless of ability to pay.

We're in this together

Enhancing relationships with staff, businesses, foundations, and community leaders who share our vision of high-quality healthcare for all.

We're providers of patient-centered care

Empowering patients to take responsibility for, and share in, decisions regarding their health status, forming a partnership between patient and healthcare provider.

We're forward-thinking, accountable leaders

Assuring organizational viability through high standards of administrative and fiscal accountability while managing growth responsibly and strategically.

CORE JOB RESPONSIBILITIES (Essential Duties):

Primary MA Responsibilities:

- Greet patients in a courteous, respectful and timely manner.
- Carry out the VCH Culture of Yes.
- Work in conjunction with others in department to ensure patients are roomed and discharged in an efficient manner.
- Appropriately prepare exam room for patient visits and clean/disinfect upon completion of visit.
- Conduct an initial intake; gather a thorough history; record results into the patients' electronic health record (EHR) in a timely manner.
- Initiate patient care by following approved standing orders based on the patient history and presenting symptoms.
- Gather vital signs and record results into the patients' EHR.
- Assist providers with procedures as directed.

- Report lab results to patients as defined by provider.
- Assist in providing health education materials/resources, as appropriate and as directed.
- Perform point of care lab tests, lab draws, EKG's, visual acuity screening, and hearing tests; record results into the patients' EHR in an accurate manner.
- Communicate all significant clinical findings to the medical provider or registered nurse.
- Update patient demographics as reported by patient in the NextGen EHR system.
- Assess need for immunizations with each patient visit, administer injections to pediatric and adult patients and record in the patients' EHR.
- Check patients out and schedule follow up appointments, as appropriate.

Care Team Care /Case Coordination Responsibilities:

- Lead care team huddle, using information gathered during chart preparation and robust confirmation calls.
- In preparation for scheduled patients, anticipate and procure relevant documents and data for the provider (i.e., lab results from Quest or Primex portal, diagnostic imaging results consultation reports from specialists through assigned Referral Coordinator, medical records from recent ED or hospital visit.)
- Review providers' schedule throughout the day and work proactively to keep care team on track.
- Assist provider with follow-up, as directed (i.e., outreach to patients, call labs for results, etc.)
- Assist in closing the loop on subspecialty referrals, in collaboration with the Referral Coordinator.
- Contact No Show appointments to follow up and reschedule as per VCH policy, unless directed differently by provider.
- Conduct robust confirmation calls for patients, by calling the day before their appointment.
- Support Care Team in managing forms needing providers' signature/attention.

General Duties and Responsibilities:

- Attend trainings and meetings, as requested by supervisor.
- Provide break coverage to other MA's, as directed.
- Member Care: Demonstrate understanding and apply working knowledge of safety policies and ensuring safe member practices.
- Employee Safety: Safely performs all duties; follows required protective protocols to ensure personal safety as well the safety of others.
- Must maintain compliance with ergonomic safety standards; be mindful of posture and regularly practice ergonomic stretches.
- Quality Improvement: Actively participate in internal quality improvement teams and work with members proactively to drive quality improvement initiatives in accordance with the mission and strategic goals of the organization, federal and state laws and regulations, and accreditation standards, when assigned.
- HIPAA: Keep all protected health information (PHI) confidential and abide by HIPAA policies for the release and disclosure of any PHI. Will report unauthorized use of disclosure of PHI immediately, to supervisor or HIPAA security officer.
- Work well under pressure, meet multiple and often competing deadlines.

- At all times demonstrate cooperative behavior with supervisors, subordinates, colleagues, clients and the community.
- Other duties as assigned by Supervisor.

POSITION REQUIREMENTS:

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

Qualification Requirements:

- Must have high school diploma or its equivalent and certificate of completion from an accredited Medical Assistant training program.
- Fluency in both English and Spanish/Armenian, both written and verbal, per operational need.
- Must be able to provide TB and Physical clearance prior to start date.
- Able to furnish Vaccination history prior to start date dependent on role.
- BLS/CPR certification must be obtained prior to start date and kept current at all times.
- Meets credentialing requirements established by the VCH.
- Computer literate; Able to operate two (or more) computer programs at one time.
- Excellent customer service skills with patients, supervisors, colleagues and the community (via phone and in-person).
- Ability to work well with a variety of people.
- Ability to multi-task and must be self-motivated.
- Ability to bend, lift, carry up to 25lbs. with relative ease.

Education and Experience:

- Practical knowledge of computer operations.
- Experience in lab settings, venipuncture techniques.
- Phlebotomy certificate is preferred but not required.
- Excellent verbal and written communication skills with ability to read, write, speak and understand English and Spanish clearly.
- Experience working with an EHR (i.e., Next Gen), i2i tracks is preferred.
- Experience working in a community health setting is preferable.
- Family Planning Health Worker (FPHW) and CPSP Prenatal education, if applicable: Training certification for FPHW by CFHC to be paid by VCH for initial and one repeat testing. Subsequent testing to be paid by employee within 9 months of initial training.
- **Customer Service:** Treats customers, patients, co-workers, and others with respect and trust. Is able to work effectively by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; addressing others by name, title, or other respectful identifiers, and respecting the diversity of our workforce in actions, words, and deeds.

***Responsibilities and tasks outline in this document are not exhaustive and may change as determined by the needs of the company.**

***Assignment changes can include cross-training in other areas such as Pediatrics, and Gynecology, leading to a valuable learning experience and developing additional skills that will benefit our VCH team.**

ENVIRONMENT:

This position is in a community clinic environment that is clean and comfortable some risk of exposure to infectious disease. It may include some minor provocations such as noise, odors, drafts, etc. The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. In addition, the incumbent may travel via personal vehicle with verified licensure, registration and insurance or public transportation throughout the community. VCH is a multisite organization. All staff at employed at VCH are expected to travel between sites as needed. Additionally, employee office/department/site locations may be changed depending on organizational need.