

COMPREHENSIVE COMMUNITY HEALTH CENTERS, INC.
JOB DESCRIPTION

EFFECTIVE DATE: April 30, 2018

REVISION DATE: August 1, 2024

POSITION: MEDICAL ASSISTANT
REPORTS TO: BACK OFFICE LEAD
FLSA STATUS: NON-EXEMPT

JOB SUMMARY

Perform administrative and certain clinical duties under the direction of provider. Prepare and maintain treatment rooms, drape and position patients, hand equipment, supplies, and instruments to provider. Takes vital signs, visions PAMS, assists with treatments, maintains equipment, visual fields and inventory supplies, including EMR, patient scheduling, charge slips and routine patient instruction and knowledge of CPR.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Clinical Duties:

- Administer medical questionnaires directly to Clinic Staff, Patients as well as any visitors entering job sites
- Administer and interpret the temperature of an individual utilizing forehead, tympanic and/or oral thermometers according to manufacturer's instructions and CDC guidance for personal protection
- Reporting cases of positive and negative responses according to established protocols
- Communicate findings directly to the Leads as required
- Document findings and results of the Medical Screening
- Make changes in the appointment type as needed basis depending on findings and results while having polite, but clear communication with the patients about the changes
- Don and Doff PPE as required within the protocol for performing medical screening as needed basis
- Patient Relations
- Assures timeliness of services rendered to patients
- Clearly informs patient the name of provider who will render services
- Arranges for and assists patients in understanding instructions for all ancillary services
- Listens to complaints from patients regarding services rendered
- Demonstrates adequate triage technique in handling telephone calls from patients and inquiries regarding services rendered
- Appropriate management of filing records, recording telephone calls and prescription refill information in electronic medical records
- Checks floor stock and sample medications, discards expired medications appropriately, re-orders as needed
- Demonstrates accurate knowledge in management of emergency situations
- Assists patient to room
- Looks after patient's comfort while on premises
- Maintains availability to examining Provider as needed.
- Accurately performs visual testing and on-site testing.

- Accurately file all patients' lab results, x-ray, EKG, SCANS and all miscellaneous documents after doctor signs off
- Assists providers in all medical examinations
- Collection of all specimens, including cultures, for laboratory processing
- Assists in minor surgery, positioning and draping patient, passing instruments
- Inventory, Ordering, Facility Maintenance
- Screens telephone calls for referral and takes messages for provider
- Under the direction of the provider an MA may administer injections of scheduled drugs, including narcotic medications, only if the dosage is verified by the provider prior and the injection is intradermal, subcutaneous, or intramuscular.
- Compiles and condenses technical and statistical data for reports and records.
- Updates and maintains required logs
- Translates for provider and office staff as requested
- Assists in preparation of office for a site review and audit
- Performs tasks under the direction of provider and management
- Calls in prescriptions or prescription refills under the direction of the provider
- Performs related work as required
- Maintains patient care areas as follows:
 - Cleans (daily) all community areas
 - Cleans immediately following infectious exposure
 - Inventories supplies daily and orders as appropriate
 - Maintains patient confidentiality at all times
- Provide reproductive health counseling (title X services)
- Participate in huddles with provider MA team
- Conducting chart prep (to ensure that patient's files are complete for patient care on day of appointment, including Standing Order Sets based on Clinical Guidelines)
- Motivational interviewing

Administrative Duties:

- Schedules appointments
- Registers patient data in computer
- Sends appropriate information to various departments and medical offices

Organizational Activities:

- Knows rules and procedures for request for Information.
- Knows rules and procedures for release of information.
- Acquires appropriate signatures.
- Ascertain that Provider or manager is aware of request for information.
- Submits appropriate information per above procedure.
- Reports equipment or supply needs to Administrator.
- Reports malfunctioning equipment.
- Maintains general office equipment, i.e., Xerox, typewriters, Computer, Printers, CPR carts, emergency supply and auxiliary services

Marketing Activities:

- Maintains computerized files of patients, including updated names, addresses, telephone numbers, etc.
- Conducts mailings to patients.

- Performs calls to patients for recall purposes.
- Attends health fairs/events.
- Plans for event and prepares necessary items required to conduct successful event.
- Communicates effectively with event attendees, explains services, and schedules appointments.
- Works with Management in creating/reviewing necessary collateral materials.
- Other duties as assigned.

PATIENT INTERACTION EXPECTATIONS

- Greet patients before they greet you
- Introduce yourself to both the patient and family
- Listen attentively, respond politely, and make eye contact with every patient
- Personalize your interactions with each patient
- Clearly explain the next steps in their visit and confirm their understanding.
- Keep patients informed of any delays while they are in the exam rooms.
- Assist with wayfinding by either walking the patient to the discharge desk or providing clear directions.

EDUCATION, TRAINING AND EXPERIENCE

- High school diploma or its equivalent
- Medical Assistant Certificate
- 2 years experience preferred
- CPR Certified
- Certification through AAMA preferred

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to find solutions when barriers are identified.
- Strong documentation skills.
- Ability to multi-task and prioritize when needed.
- Ability to independently seek out resources and work collaboratively.
- Ability to read, understand and follow oral and written instructions.
- Experience and work ethics that supports working within a high functioning, team-oriented environment.
- Demonstrates a willingness and ability to work under supervision.
- Ability to develop and maintain good working relationships with staff.
- Ability to use computer and learn new software programs.
- Excellent interpersonal skills reflecting clarity and diplomacy and the ability to communicate accurately and effectively with all levels of staff and management.
- Demonstrates ability to work in a regulatory climate that includes oversight of state and federal entities, payer contracts etc.
- Possesses ability to communicate effectively, both verbally and in writing.
- Possesses genuine respect for others and acceptance of their individual social and cultural traits.

- Proficient knowledge of Microsoft Outlook.
- Able to travel and attend professional meetings, conferences, trainings and clinic sites.
- Demonstrate flexibility, enthusiasm, and willingness to cooperate while working with others in multi-disciplinary teams.
- Requires the knowledge of Informal Medical Office Policies and Procedures.
- Ability and willingness to work cooperatively with others
- Ability to be highly organized.
- Ability to work independently.
- Ability to speak effectively with vendors as well as employees.
- Ability to create and prepare reports.
- Must have analytical and problem solving abilities.
- Ability to apply common sense understanding to carry out instructions functions furnished in written, oral, or diagram form.
- Ability to read, write and communicate effectively.
- Ability to present information in an easily understandable manner.
- Ability to organize and prioritize work with minimum supervision.
- Proficiency with computer applications such as Microsoft Excel, Power Point and Word.
- Flexible and able to multi-task; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems
- Performs other related duties as assigned.

PHYSICAL DEMANDS

Position requires prolonged sitting at a computer, some bending, lifting, stooping and stretching. Good eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, photocopy machine, telephone, and other office equipment is also required. Employee must have normal range of hearing and eyesight.

NOTE: The essential job functions for this position include, but may not be limited to those listed in this job description. Employees hired for this position must be able to perform the essential functions of this job without imposing significant risk of substantial harm to the health or safety of themselves or others

I acknowledge and agree to the terms of the job description:

Employee Name

Date

Employee Signature

Supervisor's Name

Date

Supervisor's Signature