

## JOB DESCRIPTION

Job Classification: Medical Assistant

Reports to: Regional Administrator, Assigned Provider/Providers

Supervises: None

Last reviewed: 09/22/2017

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### POSITION PURPOSE:

This position provides front and back office support to providers and care teams composed of nurse practitioners, physician assistants, physicians, nurses, and medical assistants in delivery of care to VVHC's diverse patient population.

### REPORTING RESPONSIBILITIES:

Reports to Clinic Manager about work schedule, supply needs and time off. Support Providers with patient and clinic needs. The Clinic Manager will coordinate annual evaluations with Assigned Provider or Providers.

### MINIMUM QUALIFICATIONS:

**Education:** High school graduate or equivalent. Completion of an accredited certified medical assistant program.

**Licensure/Certification:** Certified Medical Assistant

**Experience:** Two years of experience in health field preferred. Physician office experience preferred.

**Equipment/Skills:** Accucheck Blood Glucose Monitor, thermometer, EKG, venipuncture, UA machine, multi-line phone system, Microsoft Office Suite (or equivalent).

**Physical demands:** Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation.

**Status Classification:** Hourly

### PRIMARY JOB RESPONSIBILITIES:

- A. Ensures confidentiality of all clients/patients information per Valley View Health Center policy and HIPAA guidelines.
- B. Respects and works well with all team members.
- C. Attends and participates in all staff meetings and trainings.
- D. Receives patient and prepares for practitioner per departmental protocol. Standards:

- Obtains and documents in EHR vital signs appropriate to the patient's chief complaint.
  - Obtains and adds to the patients EHR preventative health results, medications, and chronic problems.
  - Notifies provider of abnormal vital signs (i.e. elevated blood pressure).
  - Obtains and orders in EHR the waived lab tests as appropriate to patient's condition (i.e. blood glucose, UA).
- E. Provides appropriate patient referrals as indicated by health care provider. Standards:
- Contacts patients regarding lab abnormal lab results or diagnostic values.
  - Obtains patient consent in EHR for procedures (i.e. injections, cyst removal)
  - Obtains consent in EHR for medical records release.
  - Maintains knowledge of where to order referrals when prompted by the provider.
- F. Performs waived laboratory test in conjunction with approved departmental protocols. Standards:
- Demonstrates competency in performing in house waived lab tests.
  - Performs quality control procedures according to department protocol.
  - Enters all childhood vaccines into Child Profile.
  - Demonstrates competency and knowledge of administration and documentation of all adult/childhood vaccine procedures.
- G. Maintains equipment and supplies necessary for patient care. Standards:
- Maintains adequate supplies to perform Pap tests, pelvic exams, I&D's, and growth removals.
  - Ensures that the exam rooms are set up appropriately for practitioners to provide appropriate care to patients.
  - Places orders for equipment/ supplies per department protocols.
- H. Provides documentation of all patient interactions in EHR. Standards:
- Performs the four point check prior to starting an encounter.
  - Clocks in and out with each patient encounter.
  - Records all telephone interactions with patient using the telephone template or patient contact template.
  - Records complete HPI in the EHR for each problem for a visit.
  - Accurately relays information between provider and patient.
  - Records all pharmaceutical orders in patients EHR.
  - Obtains knowledge of how to complete or generate tasks in EHR.
  - Closes the loop to ensure quality care is documented.
- I. Performs other related duties as assigned. Standards:
- Follows guidelines established at time of assignment.
  - Huddles with their designated provider and RN to discuss complex patients prior to their visit.
  - Accepts assignments willingly.
  - Prioritizes workload to ensure timely completion of assignment.
  - Asks appropriate clarifying questions relative to scope of assignment.

- a) Provides telephone coverage for the center during operating hours. Standards:
  - Answers phone courteously, providing scheduling assistance, referral, and message transcription for center practitioners.
  - Initially offers callers help before placing caller on hold.
  - Updates patient information at every patient encounter.
  - Collects and enters all required UDS information.
  - Creates telephone call template and tasks if necessary.
  
- b) Interacts with public in a professional and courteous manner. Standards:
  - Greets public as they enter the center, providing appointment and referral assistance.
  - Schedules appointments as necessary.
  - Schedules client referrals as necessary.
  
- c) Maintains cash log for monies taken in. Documents transaction and balances cash box per department guidelines. Duties include:
  - Correct entry of patient's Family Size & Income (FSI).
  - Opening and closing batches.
  - Proper collection of payments and posting to patient accounts.
  - Proper documentation and distribution of patient receipts.
  
- d) Maintains appointment schedule system for center staff and clients. Standards:
  - Schedules initial and follow-up appointments according to departmental procedures.
  - Calls patients 24 hours in advance to remind them of appointments.
  - Calls patients to let them know of any cancellations
  
- e) Maintains medical records system for center. Standards:
  - Ensures that an encounter is created for all new patients receiving care at the center in accordance with departmental procedures.
  - Obtains hospital and emergency department records prior to patients visit to center.
  - Manages batches, pays close attention when filing to ensure documents are being attached to correct document/ sent to the provider PAQ for review, if needed.
  - Ensures orderly filing of medical correspondence batches are not left for more than 24 hours
  - Obtains client consent to release/obtain information prior

ACKNOWLEDGMENT:

I have read and understand the above Job Description, and agree with it.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date