

Medical Assistant

Job Description

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| Job Title: | Medical Assistant |
| Department: | Operations/Clinic |
| Reports to: | Medical Provider/Operations Director |
| Direct Reports: | None |
| FLSA Status: | Non-Exempt |

General Summary of Duties: Provides patient care in the Family Practice/Urgent Care office setting. Assists providers and staff in coordinating patient care. Functions as a primary liaison between patients, families, staff and providers.

Major Responsibilities/Tasks:

1. Communicates with clinical, clerical and billing departments, providers, patients and families to ensure continuity of care.
2. Communication skills (both written and verbal) suitable to express the physical, mental and emotional status of patients and families.
3. Accurately completes and maintains medical records and documents.
4. Performs telephone triage utilizing approved protocols.
5. Provides general nursing care to patients, demonstrates acceptable time management techniques.
6. Maintains exam rooms and lab area. Prepares stocks and cleans rooms as well as maintains supplies and equipment for treatment.
7. Administers/documents medication, vaccines and treatments within Med First Guidelines and in accordance with nursing standards.
8. Maintains skills and knowledge base through reading, training and other structured in-services.
9. Attends clinical meetings as scheduled.
10. Conducts self in accordance with Med First employee handbook.
11. Maintains confidentiality and adheres to all HIPAA guidelines and regulations.
12. Other duties as assigned.

EDUCATION: High School Diploma or GED ; graduation from a certified medical assistant program preferred.

EXPERIENCE: Minimum 1 to 2 years' experience as a Medical Assistant, preferably in Family Practice or Urgent Care, Knowledge of medical abbreviations, Ability to work with non-cooperative patients, patients with psychosocial problems and needs, or chronic and acute health problems, Ability to adapt to various work assignments, possess good customer service skills and exceptional telephone etiquette, EMR and computer experience helpful.

HEALTHCARE COMPLIANCE PROGRAM: All positions within Med First and RMS Healthcare are expected to fully understand Med First/RMS Compliance policies and procedures. Employees are provided training upon hire, annually and regularly notified of changes as needed. It is an expectation that all employees will report any suspected violations of any federal or state laws to either their direct supervisor, Human Resources or the Compliance Officer.

Work Environment: This position operates in a clinic. The majority of the time is spent in a professional office environment and this role routinely uses standard office equipment. Work may be stressful at times due to busy office. Interaction with others is constant and interruptive. This position requires unaided lifting up to 20 pounds, excessive standing and hand dexterity for telephone and office machine operation.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

I understand that my employment with Med First is considered at will, meaning that either the company or I may terminate this employment relationship at any time with or without cause or notice. I have received a copy of my Job Description.

Employee (Print Name)

Date

Signature

Send your résumé to:

suzan.starling@thinkmedfirst.com