

# Job description

**We are looking for a full time experienced Medical Assistant for our new practice. Four day work week, excellent pay and benefits. We are a private practice looking for someone with experience in primary care. Front office experience would be a plus!**

## Summary

The Medical Assistant, under the supervision of the provider, is responsible for assisting in the delivery of patient care and performs routine clinical tasks to keep the providers running smoothly.

## Essential Duties

- Gathers all written information, documents patient symptoms, and relays messages to appropriate provider(s).
- Performs routine Rx refills, under the providers supervision
- Performs prior authorization and referral submission and follow-up
- Receives and returns all patient triage telephone calls in a courteous, professional and timely manner

## Job Duties

- Triage patients for same day appointments and confers with the provider(s) for work-in appointments.
- Documents all calls in respective patient charts, verifies phone number and pharmacy preference.
- Verifies prior approval before referring to Immediate Care, Urgent Care or Emergency Room, unless life-threatening issue.
- Follows clinic policy to assure complete and accurate documentation in electronic medical records of any intervention, advice, or directions that have been given to the patient or patient's family.

- Ensures each patient checking out has all medications filled as instructed by the provider per medication protocol.
- Orders immunizations as needed following standing orders.
- Promotes a positive and professional company image when communicating with co-workers, providers, patients, outside health providers, physicians and the public.
- Participates in problem solving of individual, department, or company issues with supervisors and co-workers.
- Reviews order tracking daily to ensure all tests, consults, and procedures are being done with documentation in the electronic medical record.
- Maintains punctual, regular and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation.
- Respectfully takes direction from supervisor.
- Other duties as assigned.

### **Certificates, Licenses, Registrations:**

- BLS certification.
- Certified Medical Assistant (CMA) through RMA (Registered Medical Assistant) or AAMA (American Academy of Medical Assistants). - Preferred

### **Communications**

Expresses ideas and thoughts verbally. Expresses ideas and thoughts in written form. Exhibits good listening and comprehension. Selects and uses appropriate communication methods. Writes clearly and informatively. Varies communication style to meet needs

### **Teamwork & Cooperation**

Exhibits tact and consideration. Offers assistance and support to co-workers. Works cooperatively in group situations. Works actively to resolve conflicts. Balances team and individual responsibilities

Exhibits objectivity and openness to others' views. Contributes to building a positive team spirit. Supports others efforts to succeed. Builds morale and group commitments to goals and objectives

### **Leadership**

Communicates changes effectively. Prepares and supports those affected by change. Builds commitment and overcomes resistance. Exhibits confidence in self and others. Inspires and motivates others to perform well. Displays passion and optimism. Inspires respect and trust. Provides vision and inspiration to peers and subordinates

### **Conflict Resolution & Adaptability**

Confronts difficult situations. Uses negotiation skills to resolve conflicts. Adapts to changes in the work environment. Able to deal with frequent change, delays, or unexpected events. Maintains objectivity. Changes approach or method to best fit the situation

### **Influence & Innovation**

Uses authority appropriately to accomplish goals. Displays original thinking and creativity

### **Judgement**

Displays willingness to make decisions. Exhibits sound and accurate judgment. Includes appropriate people in decision-making process. Makes timely decisions

### **Qualifications**

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

### **Education & Experience**

High school diploma or GED. 3 years of clinical experience in the medical field.

## **Certificates, Licenses and/or Registrations:**

Must be willing to obtain certification as a Certified Clinical Medical Assistant within one year of hire date. Knowledge of Medical Assistant duties and skills in giving injections, obtaining and documenting vital signs, spirometry, EKG's, and other duties as needed

## **Language Skills**

Ability to read and comprehend simple instructions, correspondence, and memos. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

## **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

## **Computer Skills**

Has advanced basic computer job skills including logging on to systems, documenting patient records using an electronic health records software, ability to communicate by email, ability to compose documents, enter database information, create presentations, download forms, and preserve/backup important data.

## **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **Physical Demands & Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential duties.

Ability to use hands to handle, control, or feel objects, tools, or controls and repeat movements. Sit for long periods of time and stand for a moderate amount of time. See details of objects that are less than a few feet away. Understand the speech of another person. Speak clearly so listeners can understand. Use fingers to grasp, move, or assemble very small objects. Hold the arm and hand in one position or hold the hand steady while moving the arm. Use muscles to lift, push, pull, or carry heavy objects. Be physically active for long periods without getting tired or out of breath. Bend, stretch, twist, or reach out.

Job Types: Full-time

Salary: \$19.00 - \$26.00 per hour

Benefits:

- Health, Vision, and Dental insurance
- Employee discount
- Paid time off

Medical specialties:

- Primary Care

Schedule:

- 8-hour shift

Education:

- High school or equivalent (Preferred)

Experience:

- EMR systems: 1 year (Preferred)
- Vital signs: 1 year (Preferred)

License/Certification:

- BLS Certification (Preferred)
- Certified Medical Assistant (Preferred)

Work Location: One location