



Sunshine Community Health Center

Job Description

Job Title: Medical Assistant
Department: Medical
Reports To: Medical Assistant Supervisor
FLSA Status: Non-exempt
Approved: April 2019

SUMMARY: This position is a member of the clinical team and helps to ensure that patients receive timely and appropriate care as dictated by Sunshine Community Health Center's procedures and providers. This position provides direct clinical support to medical providers, clinic staff and patients of Sunshine Community Health Center; with a patient centered, team-based approach

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Daily review of upcoming clinical provider schedule with a goal of
 - a. Identifying changes that need to be made to allow for better patient flow
 - b. Identifying, and where appropriate, delegate any preparatory work that needs to occur prior to patients being seen
 - i. Overdue labs or recalls – alert provider as appropriate
 - ii. Completion of prior authorizations
 - iii. Identify patients who may require or benefit from integrated care with behavioral health, dental, nursing, or patient advocates.
2. Daily tasks as assigned include but are not limited to;
 - a. Advising patients of diagnostic test results and follow up plans recommended by providers
 - b. Placing recalls or future orders as requested by providers or per our Standing Orders Procedure, preventative and chronic care follow up
 - c. Along with case managers and nurses, will act as initial point of contact for outside service providers.
 - d. As appropriate initiate contact with patient or care givers to schedule follow up appointment with SCHC provider
 - e. Alert providers to any identified referral or equipment needs
 - f. Refer appropriately to case management or care coordination for long-term coordination needs
 - g. Ensure that documentation is available for providers review prior to patient appointment
 - h. Collaborate with case management and nurses when additional information is needed
 - i. Other tasks as assigned
3. Medical Assistant Duties Include
 - a. Take vital signs and brief medical history
 - b. Assist when needed with clinical procedures
 - c. Taking X-rays, sending them to radiologist for reading, ensure results are given to ordering provider and documented in the EHR.
 - d. Assist in preparation for specialty clinics. Paperwork/funding/follow ups.
 - e. Assist with acute emergency patient care when needed.

- f. Assist when making specialty appointments and referrals and faxing appropriate medical records when required.
 - g. Assist in faxing needed prescriptions or orders to required organizations
 - h. Perform lab functions for patients as needed in collaboration with designated lab staff.
 - i. Perform point of care testing
 - j. Perform patient callbacks & result letters as needed
 - k. Assist in providing prompt, professional care of patients to the clinic
 - l. Maintain and fully understand the importance of patient confidentiality
4. Medical Assistant daily, weekly, and monthly task list
- a. Participates in patient education on-site as deemed appropriate.
 - b. Participates in SCHC Quality Assurance program
 - c. Participates in efforts to improve
 - i. Patient outcomes and satisfaction
 - ii. Clinical workflows
 - iii. Work environment satisfaction
8. Other duties as required

SUPERVISORY RESPONSIBILITIES:

Received: Works under the supervision of the Medical Assistant Supervisor. Supervision is received through personal conferences, general observation of work in progress and periodic review by supervisor of completed work.

Performed: This position typically supervises no others.

QUALIFICATIONS:

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. Current (annual) TB screening, Hepatitis A and B immunization is required of all SCHC employees handling medical waste. MMR proof of immunity is requested of all SCHC employees.

EDUCATION and/or EXPERIENCE:

Graduation from high school or equivalent. Graduation from a medical assistant training program, (or equivalent schooling) or on-the-job training at the discretion of the Clinical Director(s). EMT experience may substitute: (or LPN, CNA or other similar certifications.) Current CPR certification.

KNOWLEDGE AND ABILITIES:

- Ability to work collaboratively and under the supervision of the Clinical Director(s) and MA Supervisor.
- Commitment to the *patient as the leader* in their health care decision-making supported by evidence-based and up-to-date information to help guide these decisions.
- Understanding of and ability to maintain appropriate boundaries in a health care setting.
- Ability to interact positively with patients respecting their personal goals.
- Ability to use good judgment in work prioritization.
- Ability to complete difficult/complex tasks.
- Ability to follow oral and written instructions.
- Ability to work with a wide range of patients of varied socioeconomic and ethnic

- backgrounds as well as alternative lifestyles.
- Desire and ability to promote a team approach to care which included mutual respect, collaboration and understanding of common goals.
 - Ability to communicate well with patients and visitors as well as other staffmembers.
 - Knowledge in the practice of primary health care.
 - Knowledge of and willingness to use appropriate coding and billing techniques as required by SCHC.
 - Phlebotomy and injection skills
 - Possess or be willing to get current CPR certification
 - Strong computer skills, and ability to trouble shoot and work independently with Computers.
 - Knowledge of medical terminology and equipment
 - Knowledge of community and area resources
 - Provide for absolute confidentiality in all Sunshine Community Health Center matters.

SCHEDULE:

Medical Assistants cover Monday through Saturday in Talkeetna and in Willow with additional scheduled hours as arranged.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to sit for long periods of time, speak, hear, write, reach with hands and arms, stoop, kneel and operate a keyboard. Employee must also have visual acuity to read small print and view a computer monitor, reach to the top of a five-drawer filing cabinet, lift boxes of no more than 30 lbs. Employee may need to climb stairs.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. SCHC promotes the principles of Resiliency throughout the organization.

While performing the duties of this job, the employee generally works within the interior of ahealthcare clinic/office environment. Employee may travel between multiple worksites and be responsible for own transportation. Out of area travel may be required on occasion. The general work environment is clean with a moderate temperature and noise level. Employee will be required to use a computer and other office equipment and participate in communication through typing, reading, writing and telephones, etc. The employee may be in contact with patients under all conditions and circumstances, e.g., illness, emotional duress and hostility. Daily work activities also involve contact with the public, staff members and government representatives under all conditions and circumstances. All SCHC facilities are non-smoking.

OSHA:

The employee may be exposed to infectious waste, blood, body fluids, communicable/infectious diseases, air contaminants and hazardous chemicals. SCHC will provide the employee instructions on how to prevent and control such exposures. The employee may be exposed to the Hepatitis B Virus.

SCHC will make the Hepatitis B vaccination available to all employees free of charge

Employment Practices:

SCHC is an Equal Opportunity institution and does not discriminate against any person in employment or in admission, treatment or participation in its programs and benefits based on race, color, national origin, creed, ability to speak English, disability, sex, age or marital status, veteran status or any other protected class. Persons alleging unequal treatment should contact the Human Resources Director at (907) 733-9236.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me. I agree to perform the functions of my position in a safe manner and within SCHC's established policies and procedures.

Employee Printed Name _____
Date

Employee Signature _____
Date

Supervisor Signature _____
Date