

Sharon Community Health Center

Medical Assistant Job Description

Position: **Medical Assistant**

Reports to: Office Manager

General Overview of Position Description: The Medical Assistant will be responsible for working with the provider by contributing pertinent information based on observations and conversations to aid the provider in developing a plan of care for the patient. Chart records must accurately represent all patient concerns and supporting documentation. Maintains the dignity of the patient and keeps confidential all patient information. Manages clinical patient flow, responds to clinical phone calls with communicated with provider, facility, areas agencies, hospitals and other medical offices. Computer skills commensurate with current electronic health records: demonstrate the knowledge, skills and ability to cope with adolescent, adult and geriatric patients in a community health center environment.

Essential Services

- Contributes pertinent information to aid the provider in developing a plan of treatment
- Records accurately and concisely all pertinent information concerning treatment, nursing care and patients response.
- Coordinates provider orders for patient care
- Ensure all patient information is correct or updated to assist in the development of a care plan
- Generates required paperwork for review and completion
- Ensure accurate scheduling of patients via previsit planning
- Assists with clinical procedures, injections, ect
- Responds to all phone messages in a timely manner after discussion with provider.
- Keeps all patient office, hospital and third party partners information confidential.
- Adheres to the Health Center's HIPPA policies and assist patients with completion of HIPPA forms.
- Pulls test results from Fax machine or through partners platforms for provider review and chart upload.
- Completes referral process by assisting with preauthorizations, scheduling as needed for testing, medications, equipment, ect.4
- Complete previsit planning to proactively prepare prior day to maximize care gap closures for the best patient care delivery.
- Various duties as assigned

Leadership

- Effectively make independent decisions in a timely manner based on expertise and scope of responsibility.
- Demonstrates effective problem solving and critical thinking skills.
- Supports Provider & Executive Director in achieving the SCHC strategic goals.
- Consistently practice service excellence role expectations.
- Interacts positively with other office staff and providers.
- Consistently adheres to the department policies.

Performance Improvement

- Participates in the quality efforts and HIPPA standards.
- Supports staff participation in SCHC quality and education efforts.
- Consistently seeks opportunities for improvement rather than accepting the "status quo" by show a willingness to learn.

Communication

- Gives positive and negative feedback in a timely manner.
- Actively listens and uses restatement and reflection to clarify understanding.
- Uses interdisciplinary communication as a tool for problem solving.

Accountability

- Arrives at work and starts duties on time.
- Uses appropriate guidelines when releasing records or information.
- Consistently applies administrative and personnel policies.
- Meets established deadlines.
- Completes required training and stays informed with current developments in the nursing field.
- Accepts responsibility for own behavior and performance.

Customer Service

- Demonstrates a service-oriented approach by conveying courtesy, respect, enthusiasm and positive attitude in a work situation.
- Promotes good public relations between area agencies, hospitals and medical offices.
- Works cooperatively with the office staff, providers and management.

Security & Compliance

- Maintains the security and confidentiality of all patient records and SCHC information as written in our Policies and Procedures.
- Ensure all outside doors are secure for your office before you leave for the day.

Minimum Qualifications

- Must be a graduate from an accredited school of medical assisting with a current Medical Assistant Certification in the State of Pennsylvania or other equivalent training.
- High School Diploma or equivalent is required: 1 year of medical office experience, 1-3 year experience working with underserve populations is preferred.
- Technical Skills: Able to operate a computer, fax machine, printers, scanners, webcam and other office equipment.
- Electronic Medical Records Experience, Centricity Experience preferred
- COVID vaccination required upon hire
- Must have excellent oral and written skills and intermediate computer skills
- Must maintain a valid drivers license or dependable transportation
- Medical Assistant must be fluent in medical terminology

Licenses or Certifications Required:

- Licensure: Must be a graduate from an accredited school of medical assisting with a current Medical Assistant Certification in the State of Pennsylvania or other equivalent training.
- Current CPR certification

Physical Demands:

The physical demands are representative of the essential functions of the role. Reasonable accommodations maybe made to enable a individual with disabilities to perform functions. The employee, while fulfilling job duties is required to sit, stand, walk, climb, balance, stoop, kneel, crouch or crawl. The use of ears, eyes, legs, feet, arms, hands and fingers to feel, reach, talk or hear. The employee must be able to lift 25 pounds and on occasion up to 50 pounds, however duties maybe shifted to avoid lifting restrictions.

Failure to comply with standard or failure to report and event that violates legal or compliance requirements may result in disciplinary action, up to and including possible termination, in accordance with SCHC policies.

Work Environment:

The noise level is relatively low. Employees may work near moving parts and maybe exposed to electrical shock risk while working on copier, computer answering the phone. Stress level can be high at times.

The job description is not intended to be an exhausted list of all duties, responsibilities or qualification of the position.

Printed Name: _____ Signature: _____ Date: _____

Witness Printed Name: _____ Signature: _____ Date: _____