

JOB DESCRIPTION

POSITION TITLE:	Medical Assistant
LOCATION:	HOPE Clinic (Main)
REPORTS TO:	Medical Assistant Team Lead
EDUCATION:	Must have completed a Medical Assistant Program. High School diploma or GED. Associates degree preferred.
WORK EXPERIENCE:	2 years or more healthcare preferred
SALARY MINIMUM:	\$11.00/hour
SALARY MAXIMUM:	\$16.00/hour
FLSA STATUS:	Hourly – Non-Exempt
POSITION TYPE:	Full-Time
LANGUAGE:	Bilingual in Burmese & English OR Spanish & English

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.

JOB SUMMARY:

Medical Assistants perform administrative and clinical duties under the direction of licensed healthcare provider.

MAJOR DUTIES & RESPONSIBILITIES:

- Competency in front desk, eligibility and check out procedures.
- Place patients in exam rooms, obtain history and vital signs, and document in the medical records.
- Assist in the examination and procedures for patients with provider.
- Provide treatments as ordered such as aerosol treatments, immunizations, and injections.
- Assess medical and medical education needs of the patient and provide education as directed by provider.
- Discharge patients giving all patient documents and provider instructions.
- Perform laboratory and diagnostic procedures such as venipuncture, urinalysis, glucose, hemoglobin, and electrocardiogram.
- Provide translation assistance as needed.
- Triage patients in person and on the telephone.
- Answer telephone calls and messages within the same day.

- Provide education and instructions on lab and diagnostic results, medication refills by telephone and in person for patients.
- Keep patient exam rooms and nursing station stocked with supplies and organized.
- Review the providers schedule throughout the day and prior to the start of shift to ensure patient flow.
- Follow-up on no show appointments as directed by providers.
- Work with other team members and managers to implement daily duties and new programs as needed.
- Participate in performance improvement activities, staff trainings, weekly team huddles.
- Report errors or issues promptly to supervisor.
- Maintain security of medical records and patients health information according to HIPAA standards.
- Order medical supplies as determined by inventory needs.
- Ensure that our patients get the best possible care.
- Carries out other duties as assigned and supports the agencies Mission, Vision and Values Statement.
- Perform other duties as assigned.

QUALIFICATION REQUIREMENTS:

- Minimum of two years in health education, patient navigation, and/or health clinic patient assistance field preferred
- CMA or RMA is preferred or willingness to obtain within 1 year of employment
- Knowledgeable of and maintains HIPAA standards of privacy and confidentiality
- Microsoft Office
- Must be able to utilize the Internet
- Office equipment (e.g., computer, copier)
- Strong written and oral communication skills
- Must be detailed oriented and able to handle multi tasks
- Detail oriented
- Excellent customer service skills
- Must be able to handle multiple tasks, complexity, and diversity of customers
- Insurance and medical experience preferred

EDUCATION and/or EXPERIENCE:

High School diploma or GED is required; Associates Degree preferred. Completion of a program of training for Medical Assistants is required.