

## **JOB DESCRIPTION**

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<b>POSITION TITLE:</b>	Medical Assistant
<b>LOCATION:</b>	HOPE Clinic
<b>REPORTS TO:</b>	Medical Assistant (Departmental) Team Lead (Main) and Site Manager (West & Alief)
<b>EDUCATION:</b>	High School diploma or GED. Associates degree preferred
<b>WORK EXPERIENCE:</b>	2 years or more in healthcare preferred
<b>SALARY MINIMUM:</b>	\$11.00/hour
<b>SALARY MAXIMUM:</b>	\$20.00/hour
<b>FLSA STATUS:</b>	Hourly – Non-Exempt
<b>POSITION TYPE:</b>	Full-Time
<b>POSITION REQUIREMENTS:</b>	Completion of a program of training for Medical Assistants is required
<b>LANGUAGE:</b>	Bilingual preferred

*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:**

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

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

**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.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health

correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

**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.

**REASONING ABILITY:**

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 instruction furnished in written, oral, diagram, or schedule form.

**OTHER SKILLS and ABILITIES:**

- Bilingual (Vietnamese, Chinese, Burmese, Arabic and/or Spanish with English) is required.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

**LEADERSHIP RESPONSIBILITIES:**

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

**WORK COMPLEXITY/INDEPENDENT JUDGEMENT:**

Work tasks are often routine, structured and guided by established policies and procedures. Some independent judgment is required, outside of making basic choice in the selection and application of established methods. The job receives frequent, ongoing supervision.

**PROBLEM SOLVING:**

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

**COMMUNICATION/INTERACTIONS:**

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, own supervisor and coworkers in own and other departments.

**IMPACT OF DECISIONS:**

Follows rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

**CUSTOMER RELATIONSHIPS:**

Follows through with customer inquiries, requests and complaints. Forwards difficult and non routine inquiries or requests to appropriate level for resolution.

**AMERICANS WITH DISABILITIES SPECIFICATION:**

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

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

**WORKING/ENVIRONMENTAL CONDITIONS:**

Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.

HOPE Clinic is a smoke free workplace in compliance with federal guidelines.