



JOB DESCRIPTION

POSITION TITLE:	Medical Assistant
LOCATION:	HOPE Clinic
REPORTS TO:	Medical Assistant Team Lead (Main, Alief & West) or Site Manager (Aldine)
EDUCATION:	High School diploma or GED. Associates degree preferred
WORK EXPERIENCE:	2 years or more in healthcare preferred
SALARY RANGE:	\$12.00-\$20.00/hour
FLSA STATUS:	Hourly – Non-Exempt
POSITION TYPE:	Full-Time
POSITION REQUIREMENTS:	Completion of a program of training for Medical Assistants is required; CMA or RMA is required or must obtain within 3 month probationary period
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is required

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 Assistant performs various office and clinical duties to keep our healthcare practice running efficiently. He/She will work directly with healthcare practice staff to collect test samples, maintain patient records, explain common medical procedures to patients and assist in basic examinations under the direction of the licensed healthcare provider. He/She works as an integral part of the clinical teams across all medical specialties that HOPE Clinic offers to our patients.

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;
- Able to assess patient appointment needs and able to identify the season of the visit;
- Assist in the examination and procedures for patients with provider;
- Encourage new patients to provide appropriate documentation for vaccines or other medical records for their first visit (list of medication, provide previous doctor’s information to get medical records);
- 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;
- Learn and apply vaccine schedule accordingly to CDC recommendation based on doctor's order;
- Know/learn how to use Immtrac2
- 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 members and managers to implement daily duties and new programs as needed;
- Work with other clinical departments as needed to ensure adequate MA coverage for HOPE Clinic;
- Participate in performance improvement activities, staff trainings, and 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;
- Scan medical records as needed;
- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
- 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 required or willingness to obtain within 3 month probationary period;
- Knowledgeable of and maintains HIPAA standards of privacy and confidentiality;
- Knowledge of Microsoft Office and be able to utilize the Internet;
- Able to use basic office equipment (e.g., computer, copier);
- Strong written and oral communication skills;
- Must be detailed oriented and able to handle multi tasks;

- Detail oriented and team player;
- Excellent customer service skills;
- Must be able to handle multiple tasks, complexity, and diversity of patients;
- Insurance and medical experience preferred.

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

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. Experience as a Medical Assistant preferred.

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;
- Willingness to work in different department and/or travel to satellite sites to provide coverage;
- 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.

PATIENT RELATIONSHIPS:

Follows through with patient 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; Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required;
- Must have the ability to lift up to 50 lbs

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

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