

Job Title: Certified Medical Assistant
Department: Physician Services
Classification: Non-Exempt
Reports to: 1. Office Coordinator/Manager
2. Practice Manager

Summary

Provides medical assistant services to patients and families, assists physicians and mid-level practitioners with patient care. Performs all clinical functions in a physician's office.

Essential Functions

- Prepares patients for provider visits according to approved policies and procedures i.e. reason for visit, history (past medical, family and social), symptoms, problems, weight, height, vital signs, medications, allergies
- Administers medications to patients as ordered by a physician i.e. vaccinations
- Assists physicians with procedures as requested
- Notifies patients of lab and test results
- Collects specimens as ordered by a physician and performs limited lab tests on site as ordered by the physician
- Performs tests as ordered by physician
- Maintains equipment and controls including refrigerator temperatures if applicable
- Responsible for patient and equipment safety
- Communicates and interacts effectively with patients and families, physicians, peers and other health team members to maximize successful patient outcomes
- Assists in the facilitation of smooth patient flow
- Assures adequate amounts of medical supplies and medications are available and stocked appropriately
- Sterilizes instruments and instrument packs if applicable
- Maintains inventory of drug samples and inventory and rotates stock to make sure oldest is used first; checks expiration dates monthly
- Receives prescription refill calls and ensures they are appropriately sent to the pharmacy under a physician's direct supervision and are thoroughly documented in the patient record by the end of the business day
- Assures documentation in the medical record is complete including lot numbers for vaccines and samples
- Performs administrative duties as requested – appointment scheduling and follow up, phone messages and follow up, distributing mail, obtaining authorizations, copays and self-payments
- Maintains exam rooms and workstation to ensure cleanliness
- Triage patient calls

Education/Experience

- High School Diploma or equivalent required

- Must be a graduate of a medical assistant program and hold a valid Medical Assistant Certification
- Current BLS Healthcare Provider certification

Knowledge, Skills and Abilities

- **Required to maintain absolute confidentiality of patient care, patient accounts and hospital related matters.**
- **Required to abide by, and comply with, the provisions of the TAH Corporate Compliance Policy.**
- Required to utilize positive Guest Relations principles in all interactions with patients, families, peers, third party payers and all members of the healthcare team.
- Required to establish and maintain the ability to communicate effectively both verbally and in writing with a variety of socioeconomic, religious and culturally diverse populations of patients, clients, families and the general public in order to gain confidence and cooperation and to establish and maintain contact with facility staff and others.
- Required to perform the duties of the position in a safe and efficient manner.
- Required to assist in maintaining the cleanliness of the work areas.
- Ability to remain calm and perform effectively during critical/emergency situations and pending deadlines.
- Ability to adapt to a wide range of physical and emotional situations and to seek assistance in the application of procedures sufficient to overcome problems.
- Must possess great attention to detail
- Must possess the ability to prioritize activities, organize work and problem solve

Work Environment

Work is performed primarily indoors in a generally pleasant work area. Physical demands are Occasionally lifting/carrying/pushing/pulling up to 20 lbs. and Frequently up to 10 lbs.; Frequently reaching/handling/utilizing fingers/talking and hearing.

Positions Supervised

None