

Medical Assistant (MA)

GENERAL DESCRIPTION: Under the supervision of a Physician and Clinical Director, and in collaboration with the clinical team, performs clinical medical assistant functions, and patient care and education, in accordance with the goals of Mascoma Community Health Center (MCHC). Performs patient intake functions and plans appropriately for individualized, age-specific care under the specific orders of the physician or provider. Effectively communicates with patients/families and members of the clinical team. Acquires and maintains current knowledge and competency in performing appropriate clinical functions. Works to improve patient satisfaction. In addition, the MA supports the general daily operations of the clinic by answering and making phone calls, assisting with prior authorizations for medical and dental prescriptions, procedures, and equipment, and any other patient services functions that may be required. The MA provides clinical assistance to all healthcare providers and participates in clinical and special programs as appropriate.

RESPONSIBILITIES:

Clinical Functions: As directed by the Provider or Nurse Lead

- Assesses patient vital signs including height and weight and reports all abnormal findings to the provider.
- Performs limited health screening procedures under the direction of the Provider including lab procedures (e.g., lead screening, hematocrit, immunizations, etc).
- Participates in the preparation of patient's charts.
- Prepares exam rooms for patient visits.
- Performs clean-up functions for laboratory, examination rooms, other common clinical areas.
- Assists with the patient intake and discharge procedures.
- Assists with the provision of patient education.
- Schedules appointments for tests and referrals to specialty practices including but not limited to printing and faxing patient records.
- Collaborates effectively with patient, patient's significant others, and members of the health care team to achieve optimal patient outcomes.
- Provides screening services to the patients under direction and supervision of Provider.
- Monitors all incoming test results under supervision of Provider.
- Arranges follow-up care and referral of patients under supervision of Provider.
- Maintains the MCHC tracking system for required preventive services.
- Documents thoroughly services provided.
- Communicates patient status through verbal, electronic, and written means with other health care providers.
- Adheres to all established agency policies and procedures.
- Maintains knowledge of infection control and adheres to guidelines.
- Shows competence in providing age appropriate care.
- Attends mandatory OSHA in-services yearly.
- Assists in promoting a safe, clean, comfortable environment for the patients and staff.

Performance Improvement Functions:

- Participates in clinical initiatives to improve the quality and safety of the MCHC care delivery model.

General:

- Demonstrates an understanding of MCHC's mission in performing all aspects of the position.
- Demonstrates commitment to, and understanding of MCHC's Service Excellence Standards, by modeling service excellence in all internal and external relationships, addressing service excellence deficits in staff, and in performance of all duties and responsibilities of this position.
- Demonstrates a caring and helpful attitude when interacting with patients, vendors and fellow employees. Strives to build cooperative partnerships with internal and external customers.
- Sensitivity to needs of culturally and linguistically diverse patient and employee population.
- Understands and is committed to maintaining highest level of confidentiality and handles confidential information as defined in MCHC's policies.
- Performs all duties in support of successful EHR implementation.
- Participates in continuing education programs and obtains contact hours sufficient to maintain Medical Assistant certification.
- Provides additional assistance within and outside of clinical arena, as requested and/or as appropriate, to ensure the ongoing success of the organization.
- Willingness and ability to work evenings and weekends, as needed.
- Participates in other program activities as appropriate.
- Other duties or responsibilities as assigned.

MINIMUM QUALIFICATIONS:

- Current NH Medical Assistant certification or equivalent experience in a clinical setting.
- Associate's degree and two year of experience in clinical setting or and 4 years clinical experience with demonstrated skills required.
- Experience in primary care and ambulatory healthcare setting.
- Current BLS certification.

PREFERRED QUALIFICATIONS

- Previous experience providing clinical care within a community health center environment.