

UNION HEALTH CENTER

JOB DESCRIPTION

Job Title: Patient Care Assistant (Medical Assistant)
Department: Nursing
Reports To: Chief of Clinical Services
FLSA Status: Non-Exempt

SUMMARY

Provides direct patient care by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Measures and/or records vital signs, allergies, weight, height and smoking status into the electronic medical record (EMR).
2. Performs urine pregnancy test, peak flows, finger stick for glucose, monofilament foot exams and/or urine dipstick, if needed.
3. Codes patient procedures into the EMR.
4. Assists provider with refilling medication prescriptions and patient procedures as per Union Health Center (UHC) policies and procedures (P&P).
5. Reviews EMR prior to scheduled appointments for completion of health maintenance recommendations, previous Pap smear, mammography, other radiographic studies and lab work. Updates flow sheet as per UHC P&P.
6. Checks and stocks exam rooms with supplies. At the end of the work day, prepares exam rooms for the next work day.
7. Sets up room for the provider.
8. Communicates bi-directionally with greeter of patient's arrival and/or appointment status.
9. Escorts patient to the exam room. Initially assesses and prepares the patient for the provider.
10. Reviews, confirms and updates the patient's demographic data in the EMR registration document.
11. Communicates with the provider and team.
12. Assists the provider with translation, form completion and patient education, as needed.
13. Updates the EMR as directed by the provider (medications, E&M coding).
14. Schedules future appointments in the EMR and directs the patient to his/her next stop (lab, pharmacy, radiology, P.S.S.).
15. Assists provider with visit confirmation/follow-up calls, preparing letters to patients or rescheduling appointments per UHC P&P. Makes reminder calls and generates correspondence per UHC P&P.
16. Cleans and sterilizes instruments as needed
17. Answers telephones and documents clinical notes in the EMR per UHC P&P.
18. Complete and sign notes in a timely manner.
19. Completes electronic or paper referrals for patients.
20. Collects information about walk-in patient's clinical complaints and directs patient to the RN for triage, if necessary.
21. Follows safety procedures and blood borne pathogen precautions as per UHC policies and procedures.
22. Prepares materials for injections, nebulizer treatment, and in-office procedures as directed by the provider.
23. Supports and reinforces policies re: patient care, infection control and safety.
24. Maintains quality assurance logs.

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25. Attends organization's meetings and trainings.
26. Knowledge of and use of clinical registries as directed by providers or care teams.
27. Supports the stated goals and objectives of the Patient Centered Medical Home by working cooperatively with all clinical and non clinical staff to develop procedures that enhance the Health Center's team-based approach to patient care.
28. Complies with the Union Health Center's policies & procedures related to privacy and security of identifiable patient information (PHI), as explained in the HIPAA (Health Insurance Portability & Accountability Act) training.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. The Union Health Center will comply with applicable standards of the Americans with Disabilities Act.

1. High school or Equivalency /GED Diploma and current Medical Assistant Certification from a certified institution.
2. Computer Literate
3. Language proficiency required in one of the target languages of the organization.
4. Ability to communicate and work well with people at all levels; excellent team and "people" skills.
5. Assist and maintain a strong working relationship with providers and professional members of the team.
6. Strong interpersonal, oral and written communication skills.
7. Initiates good judgment and ability to contribute in making decisions in a timely fashion.
8. Actively seek out and support collaborative thinking and problem solving with others in the organization.
9. Possess a professional appearance and presentation.

PHYSICAL DEMANDS

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.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.