

JOB DESCRIPTION:
CLINICAL MEDICAL ASSISTANT

Job Information:

Department: Back Office
Reports to: Clinical Supervisor- XXX

Job Summary:

The Clinical Medical Assistant will assist the physician(s) with patient care. They will create an atmosphere that reflects the level of standards and care that patients can expect to receive from this practice. The physician(s) entrusts the goodwill of patients to the assistant, therefore extending the physician's relationship with the patient.

To be successful in this position, the assistant must be cheerful, friendly, polite, tactful, and professional in appearance and manner at all times. They will be able to communicate with the physician and patient and be mindful of patient confidentiality. They will be able to evaluate and respond to a patient's needs and relay the doctor's instructions. The successful medical assistant will be a team player and respectful of their co-workers.

Essential Duties & Responsibilities:

As assigned, but not limited to the following:

- Fulfill patient care responsibilities as assigned, assist doctor with patient care.
- Escort patient to and from exam room, help patient prepare for exam.
- Clean and straighten exam room between patients.
- Organize patient flow according to protocol.
- Venipuncture, completion of forms and appropriate requisitions.
- Procedure tray, instrument, and equipment set-up according to instructions.
- Prepare path/lab specimens, route to correct lab dictated by patient's insurance plan.
- Retrieve path/lab reports as directed. Follow-up per physician's instructions.
- Chart maintenance. Reports filed in patient charts in established order.
- Respond to patient questions in office and on phone as instructed.
- Notify patients of path/lab results. Schedule appointments on computer as necessary.
- Phone prescriptions and refills to pharmacy according to protocol.
- Be familiar and compliant with OSHA Blood Borne Pathogen standards.
- Calibrate, clean, sterilize, and inventory all medical equipment and instruments. Keep appropriate records of maintenance program.
- Maintain medication samples, discard out-of-date supplies, and keep appropriate records.
- Maintain and keep "emergency cart" up-to-date.

- Maintain infection control. Upkeep and cleanliness of exam rooms, Supply cabinets always well stocked.
- Ordering, sorting, storing, restocking, and inventory of all medical supplies.
- Document all medical instructions given to patients.
- Knowledgeable and compliant of HIPAA privacy standards.
- Knowledgeable of all products and procedures in office. Able to explain both to patients.
- Assist doctor with CPT coding and rules. Be knowledgeable of office financial policies and fees.
- May require obtaining preauthorization for procedures and/or medications.
- Schedule appointments for patients with other specialists, fax appropriate records if necessary.
- Help with office housekeeping duties as directed.

Supervisory Responsibilities:

None, unless otherwise assigned.

Qualifications:

- Education: High school graduate. Formal medical assisting training preferred.
- Experience: Completion of a formal medical assisting program and internship or 1-2 years of recent experience in a medical office. Trained in venipuncture and CPR.
Knowledgeable of medical terminology and CPT and ICD-9 codes.
Basic computer knowledge, able to operate standard office equipment.
- Skills: Able to speak English clearly and make self understood.
Good verbal and written communications skills.
Correct spelling.
Able to add, subtract, multiple, divide, and use number fractions.
Able to read and understand graphs.
Able to demonstrate compassion and caring in dealing with others.
Able to prioritize tasks, understand the doctor's instructions, and know when to seek additional information or advice.

Requirements:

Certified Medical Assistant preferred but not required.

Physical Demands:

Standing and walking.

Some sitting, stooping, and reaching.

Use of hands and fingers.

Talking and listening in person and on telephone.

Some weight lifting over 10 pounds.

Work Environment:

Sometimes busy, hectic, and/or noisy with interruptions.

Exposure to routine dermatological diseases and procedures.

This description is intended to provide basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities, and working conditions may change as needs evolve.