

Medical Office Assistant

Job Title: Medical Office Assistant (CMA, RMA, CCMA or MOA)

Department: Clinical

Immediate Supervisor Title: Physician, Director of Clinical Operations, Site Manager, or other designated medical personnel

Job Supervisory Responsibilities: None

General Summary: A non-exempt position responsible for performing a variety of duties in a specialty office. They may be involved in both the clinical and administrative areas including assisting physicians with patient care and handling clerical, environmental, and organizational tasks. Provides information to patients so they may fully utilize and benefit from the clinical services. Able to travel to all clinic locations within the company.

Essential Job Responsibilities:

1. Fulfills patient care responsibilities as assigned that may include checking schedules and organizing patient flow; accompanying patients to exam/procedure room; assisting patients as needed with walking transfers, dressing, collecting specimens, preparing for exam, etc.; collecting patient history; performing screenings per provider guidelines; assisting physicians/nurses with various procedures; charting; relaying instructions to patients/families; answering calls, and providing pertinent information.
2. Fulfills clerical responsibilities as assigned that may include sending/receiving patient medical records; obtaining lab/X-ray reports, hospital notes, referral information, etc.; completing forms/requisitions as needed; scheduling appointments; verifying insurance coverage and patient demographics; managing and updating charts to ensure that information is complete and filed appropriately.
3. Fulfills environmental responsibilities as assigned that may include setting up instruments and equipment according to department protocols; cleaning exam/procedure rooms, instruments, and equipment between patient visits to maintain infection control; cleaning sterilizer according to scheduled maintenance program and keeping appropriate records; ordering, sorting, storing supplies; and restocking exam/procedure rooms.
4. Fulfills organizational responsibilities as assigned including respecting/promoting patient rights; responding appropriately to emergency codes; sharing problems relating to patients and/or staff with immediate supervisor.
5. Fulfills clinical medical assisting responsibilities that vary according to state law, which may include medical asepsis, checking vital signs, physical examination preparations; clinical pharmacology; drug administration through various routes including injections; prescription verifications with physician's orders; biohazard waste disposal and monitoring; therapeutic modalities; instructing patients with assistive devices, body mechanics, and home care; laboratory procedures including Occupational Safety and Health Administration (OSHA) guidelines; quality control methods; emergency triage, and first aid. Medical assistants must adhere to the MA scope of practice.
6. Other duties as assigned.

Education: High school diploma or general equivalency diploma (GED), medical office assistant diploma from an accredited vocational institution, or a community college course in medical assisting.

Experience: Minimum one year of recent experience working in a medical facility as a medical assistant and/or documented evidence of externship completed in a medical office.

Other Requirements: Current documentation of a national certification for the registered medical assistant (RMA) through the American Medical Technologists (AMT) or for the certified assistant through the American Association of Medical Assistants (AAMA). Must possess a current CPR certification and current health records with the appropriate immunizations to work in the health care field (hepatitis B and tuberculosis).

Performance Requirements:

Knowledge:

1. Knowledge of health care field and medical office protocols/procedures.
2. Knowledge of specific assisting tasks related to particular medical practice.
3. Knowledge of information that must be conveyed to patients and families.

Skills:

1. Skill in performing medical assistance tasks appropriately.
2. Skill in tact and diplomacy in interpersonal interactions.
3. Skill in understanding patient education needs by effectively sharing information with patients and families.

Abilities:

1. Ability to learn and retain information regarding patient care procedures.
2. Ability to project a pleasant and professional image.
3. Ability to plan, prioritize, and complete delegated tasks.
4. Ability to demonstrate compassion and caring in dealing with others.

Equipment Operated: Standard medical exam/office equipment, which may include computerized health information management system for medical records, etc.

Work Environment: Combination of medical office and exam/procedure room settings. Well-lighted, well-ventilated, adequate space. Environmental hazards may be unpredictable including exposure to communicable diseases and biohazards.

Mental/Physical Requirements: Must be able to use appropriate body mechanics techniques when making necessary patient transfers and helping patients with walking, dressing, etc. Must be able to lift up to 40 pounds of supplies. Occasional stress from dealing with many staff and difficult patients.

Transfer Requirements: Must be in good standing with behavioral, attendance and practice parameters, been at the current home location for 6 months and is at the discretion of the primary manager.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____