

OCONEE VALLEY HEALTHCARE

Desk Medical Assistant

Job Description

JOB TITLE: Desk Medical Assistant
REPORT TO: Medical Office Manager
SUPERVISES: None

DATE LAST REVISED: 03/26/2019

SUMMARY

The Desk Medical Assistant functions as an integral member of the patient care team in providing the highest quality of care to the patient.

RESPONSIBILITIES:

1. Primary duties are that of a desk nurse and include coordinating faxes, refill and lab lines, and assisting with answering phone calls from patients.
2. Assists with the follow-up of patients regarding outstanding consults and diagnostics, and recording these efforts in the EMR.
3. Assists with coordination of care with hospitals, including sending hospitals patient chart information when it is learned that patient is in the hospital or ER or if a patient was sent to the ER from TenderCare as well as obtaining patient discharge information and attaching to the patient's record.
4. Assists with patient work-ups and general office maintenance such as restocking exam room supplies. Patient work-ups may include, but are not limited to, taking vitals, height, weight, head and chest circumference on babies, documenting chief complaints and medical histories, obtaining GRITS reports, and recording vaccines administered in the GRITS registry.
5. Assists with performing routine clinic procedures for which he/she is qualified by training and which fall within the normal scope of practice of the supervising physician, such as drawing blood, giving injections, running EKGs, vision and hearing screenings, and Lower Extremity Amputation Prevention (LEAP) exams, INR testing, urinalysis dip sticks, rapid strep tests, routine drug screens, ear washes, dressing changes, etc.
6. Participates in morning huddle meetings.
7. Assists physicians and nursing staff as needed including, but not limited to, the performance of client exams (i.e. Pap smears, surgical procedures, etc.).
8. Obtains medical records as directed by providers and including, but not limited to, Pap smears done outside of the office.
9. When needed, plans for and coordinates services for patients who need special requirements such as communication needs/interpretive services.
10. Assists with assigned outreach programs and activities, as needed.
11. Assists with the Patient Assistance Program (PAP) medication program and Prior Authorizations for medications.
12. Performs other related duties incidental to the work described herein.
13. Maintains confidentiality of all patient information according to federal guidelines and regulations.
14. Provides input/feedback to the Clinical representative on the Performance Improvement Committee and/or submits Performance Improvement Form(s) to share ideas on improvement of workflow, improvement of patient care experience, etc.

15. Attends initial training and ongoing training as assigned to increase knowledge related to job position, patient safety, patient communication, coordinating care for patients with chronic conditions, encouraging patient to engage in self-management, etc.

EDUCATION, ESSENTIAL SKILLS AND EXPERIENCE:

- High school diploma or equivalent with 5+ years of medical office experience.
- Experience in a primary health care setting, nursing experience preferred.
- Strong customer service focus
- Effective verbal and written communication skills
- Teamwork orientation
- Organized and able to manage competing priorities
- Good judgment
- Resourcefulness in problem solving
- Able to take and follow through with delegated tasks and accountability
- Commitment to the concepts of preventive health care program and team approach to health care delivery
- Ability to learn about patients and their problems

Requires sitting or standing for long periods of time, working in an office and clinical environment. Able to stoop, kneel, bend at the waist, and reach on a daily basis. Able to lift and move up to 25 pounds occasionally. Working under stress and use of the telephone required. Manual dexterity required for use of calculator and computer keyboard and other office machines. Hearing and vision corrected to normal range. Must be a team player and possess excellent customer service skills.