

Medical Assistant

JOB SUMMARY

Medical Assistants assist the provider in all aspects of running an efficient and professional practice. The medical assistant provides assistance with patient care, prepares for patient visits, assists provider with procedures/tests and is responsible for individually assigned back office duties. The medical assistant is responsible for keeping exam rooms clean and stocked. The medical assistant provides back up for the front office as needed, demonstrates initiative, flexibility in assisting other team members as needed, and is a highly organized and detail-oriented professional.

PRIMARY JOB RESPONSIBILITIES (ESSENTIAL FUNCTIONS)

1. Provides Patient Care *includes but is not limited to:*

- **Pre-Loading Charts:** Research charts for each upcoming appointment, prepare all medical records as desired by physician and load test results and appropriate hospital information into patient charts
- **Rooming Patients:** Vital signs (heart rate, blood pressure), height and weight. Completion of the office note to the desired specifications of the provider. Updating medication list. Understanding patient symptoms. Keep patient flow patient to patient to ensure an efficient day for the physicians.
- **Pharmacy requests and prescription refills:** research chart, determine appropriate refills, electronic filing.
- **Holter Monitors:** understand holter monitor machinery, prepare for holter exams, operate holter machines, create EMR document for holter monitor encounters

2. Patient Communication, *includes but is not limited to:*

- Triage patient/visitor/employee questions, requests, complaints, and compliments.
- Demonstrates appropriate discretion and judgment when handling sensitive and confidential information.
- Answers multiple telephone lines using defined etiquette standards; route calls and messages.
- Maintains constant attention to Provider Voicemail, answering questions and routing patients appropriately
- Ability to relay physician's instructions clearly to patients and families over the phone and in person. Ability to clearly explain cardiac tests/procedures instructions to patients.
- Acts as back up to front office scheduling team as needed.

3. Administrative Physician Practice Management, *includes but is not limited to:*

- Inspects charts for daily appointments looking for Prior Authorizations
- Organizes medical records and retrieves information as necessary
- Assist Medical Records department as needed
- Assist physicians with rescheduling patients as needed
- Assist physicians with conducting research trials as needed
- Assist Scheduling team with creating, validating and mailing recalls for patients

4. Equipment, Supplies and Work Environment, *includes but is not limited to:*

- Maintains clean, stocked exam rooms
- Maintains medication sample cupboard
- Alerts supervisors and staff about needed supplies

QUALIFICATIONS/SPECIAL CHARACTERISTICS/REQUIREMENTS

Education Background

- High school diploma or GED equivalent.

- Some college coursework preferred.

Licensure, Registration, Certification

- State of Washington, Medical Assistant – Certified (Current)
- State of Washington – Registered (Current)
- CPR Certification required

Work Experience

- Minimum of five years' experience in a health care setting as Medical Assistant Certified employee.

Special Training/Skills

- Microsoft application skills: Word, Excel and Outlook.
- Data entry skills required.
- Excellent customer service skills.
- Excellent organizational skills, high attention to detail and accuracy.
- Knowledge of medical terminology.
- Ability to demonstrate the knowledge and skills necessary to provide care appropriate to the age of the patients served.
- Ability & experience performing venipuncture, injections, basic lab testing, immunizations, urinary catheter insertions, EKG, allergy testing etc..

Physical Abilities

Ability to sit for up to four hours at a time. Able to operate a computer. Safely maneuver patients and supplies.

Physical Demand Level: Medium

In an 8-hour workday, must be able to-

- ✓ Lift / Carry
 - 20 to 50 pounds occasionally
 - 10 to 25 pounds frequently
 - up to 10 pounds constantly

As required, must be able to-

- ✓ Sit, Stand, Walk, Bend, Squat, Kneel, Crawl, Climb and Reach above shoulders
- ✓ Push and Pull
- ✓ Perform fine motor functions
- ✓ Must possess functional vision, hearing, and speech in order to communicate effectively with clients, client advocates, and staff.

NOTES

1. The job description is representative of work performed by this position and is not intended to be all inclusive. Employees may be expected to perform other duties that are related, similar, or a logical extension, as assigned.
2. All employees are expected to meet organizational expectations.
3. Some positions also have "skill and competency checklists", available from the manager, which define tasks and performance levels in more detail.

Please send your resume to Daniel Montanez at dmontanez@wwmedgroup.com