

POSITION: Medical Assistant (MA)

SPECIALTY: Orthopedic Surgery and/or Physical Medicine & Rehab

RESPONSIBLE TO: Director of Operations

JOB SUMMARY: Responsible for assisting physicians with patient care, clerical, environmental and organizational tasks. Responsible for appointment scheduling and chart management. Provides information to patients so they may fully utilize and benefit from the clinic services. Conveys a positive image of clinical operations. Duties may vary depending upon level of credentialing and education.

EDUCATIONAL REQUIREMENTS:

- High School Diploma or equivalent.
- Current Certification from a Medical Assistant Program.

QUALIFICATIONS AND EXPERIENCE:

- Minimum one year experience in the health care industry preferred but not required.
- Strong written and verbal communication skills.
- Neat, professional appearance.
- Ability to multi-task with phones, patients and other responsibilities.
- Excellent computer and typing skills.
- Excellent interpersonal skills and collaboration with the management team.
- A demonstrated commitment to high professional ethical standards and a diverse workplace.
- Excels at operating in a fast pace, community environment.
- Excellent people skills, open to direction and collaborative work style and commitment to get the job done.
- High comfort level working in a diverse environment.
- Maintains strictest confidentiality of patient information and office business practices.
- Ability to plan, prioritize and complete delegated tasks.
- Ability to demonstrate compassion and caring in dealing with others.
- Ability to work in a team focused environment.
- Pleasant speaking voice and demeanor.
- Neat, professional appearance.

RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:

- Escorts patient to exam rooms and assist in determining medical problems.
- Assist patient in patient flow through clinic.

- Prepare exam rooms and instruments for examination and aids physician during treatment and exam.
- Observes, records and reports patient's condition and reaction to drugs and treatments to physician.
- Checks appointment schedule and assists front desk coordinator with physician's patient schedule.
- Responds to and refers incoming phone calls.
- Labels and maintains proper storage for medical supplies in all exam rooms and central medical supply storage area.
- Schedules surgical procedures with hospitals and/or Ambulatory Surgery Centers (ASC).
- Issues out-patient material. Responsible for ensuring that all surgical patients are given oral and/or written instructions regarding the upcoming procedure and hospital policies and procedures.
- Assists in maintaining and reviewing patient records, and pertinent information.
- Receive and handle all patient telephone calls to completion within a timely manner.
- Documents all phone calls relating to medication/prescription/treatment problems.
- Maintains exam rooms for necessary supplies and maintains cleanliness.
- Attends required meetings and participates in committees as requested.
- Participates in professional development activities and maintains professional affiliations.
- Complies with OSHA, HIPAA, and other regulatory entities.
- Responsible for maintaining credentials in an active status.
- Works with the management team to practice efficiently and effectively.
- Performs related work as required.

PHYSICAL DEMANDS:

Requires full range of body motion to include frequent standing and walking; occasional squatting, stooping, kneeling, crouching, and occasionally lifting and carrying items weighing up to 100 pounds while managing patient care; and intermittent work at an office desk. Requires eye-hand coordination and manual and finger dexterity to operate computer keyboard, calculator, telephone, and other office equipment as necessary. Position requires frequent viewing and typing on computers and use of the telephone. Requires vision and hearing to normal range.

MENTAL / EMOTIONAL DEMANDS:

Mental activities necessary for this position include concentration, organization, multi-tasking, problem solving, stress control, dependability, and both verbal and written communication skills. This position involves frequent contact with staff and patients. Work may be stressful and busy at times. Contact may involve dealing with angry or upset people. Interaction with others is constant and interruptive. Position requires maintaining a high degree of confidentiality. May require working irregular hours.

WORK ENVIRONMENT:

Combination of medical office and exam/procedure room settings. Well-lighted, well-

ventilated, adequate space. Work may also involve working in a hospital setting and operating room. Exposure to communicable diseases, medicinal preparations, and other conditions common to clinic setting. Handling of medical equipment requires caution and following safety protocols. Occasional overtime work and irregular hours may be necessary. Travel to facilities may be required.

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