

COMMUNITY HEALTH PARTNERS, INC.

Community Health Partners

Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our endeavors.

Job Title: Administrative Medical Assistant
Position Status: non-exempt
Effective Date: 10/2021
Reviewed By: Nursing Director

JOB SUMMARY:

Functions as a member of the primary health care team under the general supervision the Clinic Director and under clinical supervision of the Nursing Director with the primary duties of ensuring access through responding to messages sent by clinical staff, appropriate appointment scheduling, management of incoming refill request faxes, and referral, lab, and image tracking processes. Provides patient-centered, medical assistant level service with responsibilities including patient care contact, data entry, patient flow coordination. Provides care to patients of all ages and ability levels.

JOB RESPONSIBILITIES:

1. Manages and responds to administrative patient messages in Epic
2. Manages incoming faxed medication refill requests, routing to nursing staff as appropriate.
3. Works with pod team to send, schedule, and track referrals, labs, and imaging orders. Set recalls per guidelines and follows up.
4. Conducts supportive duties including, but not limited to, lab draws, CLIA Waived testing, paperwork, and cleaning patient rooms.
5. Retrieves patient voicemails. Efficiently meets the patient's needs while utilizing the triage guideline.
6. Works collaboratively as a team member to provide patient care with the primary role of providing for continuity and efficiency of patient flow in collaboration with front desk, nursing, and provider staff.
7. Respectfully interacts with patients while performing vital sign assessments, histories, screenings, medication reconciliation, education, labs, and procedures per evidenced based guidelines.
8. Maintains acceptable methods of charting and record keeping providing for consistent, organized patient care per clinic policies and procedures.
9. Records information in patient records according to level of training, including vital signs, patient's main complaint, medication reconciliation, visit chart preparations, incoming patient phone calls, and other pertinent information providing for consistent, organized patient care per clinic policies and procedures.
10. Performs other clinical duties, including chart reviews and special projects as assigned by clinical coordinator or supervisors including supportive work with case managers.

11. Communicates with patients using easy to understand (health literate) language.
12. Understands CHP sliding fee scale with respect to how it may impact care options.
13. Understands community partnerships and programs, works collaboratively with CHP team members to enhance patient health education, provide information, and arrange referrals to other practitioners and resources including the Medication Assistance Program (MAP).
14. Administers the flu vaccine to both adults and children age 12 and older as indicated by provider or nurse following current Centers for Disease Control and Prevention immunization schedule and CHP standard of care. This includes recording immunizations within the electronic health record, providing the patient and/or caregiver with Vaccine Information Sheet (VIS), monitoring for adverse reactions, and utilizing evidence-based injection techniques (For Certified Medical Assistants Only).
15. Provides training to new co-workers when assigned by the Nursing Director or Clinic Director.
16. Participates in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Homes and Meaningful Use recognition programs and working to implement patient centered communication skills.
17. Further the mission of CHP through active support of the strategic goals
18. Ability to report to work as scheduled and work a flexible schedule when needed which may include travel to other sites.

Skills and Attitudes:

1. Experience working with limited resource population.
2. Ability to work with grace under pressure.
3. Ability to work in a team and to share responsibilities and duties.
4. Ability to resolve interpersonal conflict in a straightforward and timely manner.
5. Ability to set priorities, be organized, and be a self-starter.
6. Ability to be friendly, empathic and an adept communicator.
7. Ability to treat both staff and patients with respect.
8. Ability to navigate technology efficiently.
9. Ability to gracefully accept and respond to feedback.

Essential Physical Requirements

	Occasionally (1%-33% of day)	Frequently (34%-66% of day)	Continuously (67%-100% of day)
Sitting		X	
Standing	X		
Walking	X		
Speaking/Hearing			X
Seeing/Ability to distinguish color			X
Hand/Wrist Work (ie. Keyboarding)			X
Pushing/Pulling		X	

Fine Manipulation		X	
Grasping		X	
Reaching		X	
Bend		X	
Kneel		X	
Squat		X	
Climb	X		
Lift 1-10 lbs	X		
Lift 11-20 lbs	X		
Lift 21-50 lbs	X		

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

JOB QUALIFICATIONS:

Education:

High School Graduate or equivalent required.

Current BLS certification preferred.

Experience:

Certification as medical assistant preferred.

Nursing assistant and/or medical office experience strongly preferred.

I have read the above job description and have had all my questions answered.

Name: _____ Date: _____