



JOB DESCRIPTION

JOB TITLE: Medical Assistant Lead	JOB LEVEL: 6
LOCATION:	FLSA STATUS: Non-Exempt
DEPARTMENT: Clinical Operations	REPORTS TO: Practice Manager

Brand Promise: *True Patient Centric Care*. This is the statement we make to our patients, coworkers, and the community that identifies what they should expect from us, our services and organization. The Brand Promise defines our entire organization and touches every aspect of HealthSource of Ohio.

Brand Character: *Friendly, Accessible, and Credible*. Every patient. Every encounter. Every employee. Every Conversation. Everyday! This is the personality of our Brand. It's our style, tone and language we use, and the purpose we serve. Our Brand Character drives our behavior and how the world sees HealthSource of Ohio and you.

The Brand Promise and the Brand Character empower you to provide quality care to every patient. We are passionate about making a real difference in the communities we serve.

JOB SUMMARY: Under general supervision and according to HSO established policies and procedures performs medical assisting duties as required, including, but not limited to the responsibilities outlined in this job description. These duties should be executed maintaining an attitude of professionalism and within the scope of required competencies for a medical assistant.

CORE REQUIREMENTS: Pulse, Blood Pressure, Comprehensive understanding of Immunization schedule and administration of medication including IM and Sub-Q injections, EKG, Urine Cultures, Urine Drug Screen, 24 Hour Urine, Hemoglobin, blood Glucose, Sed Rate, Urine Pregnancy Test, Stool Hemocult, Newborn Screening Tests, Rapid Strep Test

PROCEDURES: Pap Smears, suture removal, dressing changes, wound cleaning, cautery

1. ESSENTIAL DUTIES AND RESPONSIBILITIES:

2. Delivers the HSO brand promise of putting the patient/customer at the center of all we do
3. Ability to communicate effectively with patients, clinicians and co-workers.
4. Assists manager in coordinating clinical staff and work assignments for coverage. Trains new clinical staff and may assume responsibility of daily office operations in the absence of the Practice Coordinator or Practice Manager. Willingly provides coverage or finds alternative coverage in the event of vacations or open positions. Delegates tasks as necessary to provide balance and avoid uneven distribution of work in the office. Manages Orders Management.
5. Trained as and acts as Super user for Electronic Medical Record. Facilitates training and support of new clinicians and staff.
6. Rooms patients and obtains pre visit information in a timely and accurate manner. Is trained in the operation of standard office equipment and medical office software. Provides proper care and maintenance of medical equipment and instruments. Competently assists providers in clinical procedures and performs clinical tasks as needed. Prepares and maintains clean, fully supplied exam rooms.
7. If applicable, answers incoming calls, schedules appointments, checks patients in and/or out and completes pre-certifications for prescriptions, procedures, and surgeries as required. Cross trained on all Medical Receptionist functions (*see MR Job Description). Follows standard intake workflow. Returns calls as directed and in a timely manner. Manages Quality Control Logs and staff Inbox's. Monitors providers In Box and PAQ. Documents accurate and appropriate clinical information in patient chart.
8. Prepares patient charts in EMR for visits by scanning, abstracting, and reviewing to ensure that all necessary documents are included in the patient's chart. If required, may need to contact outside entities to obtain necessary information. Monitors Document Management process including scanning and attachment of batches.
9. Refills medications and pre-authorizes medications including communicating with the patient, pharmacy, or insurance company as needed. Oarrs Delegation if required by provider. Manages all on-site Medication Logs as well as inventory.

10. Manages vaccine ordering, for both commercial and Vaccine for Children. Is proficient in IMPACT SIIS, the inventory, ordering, and reconciliation process. Provides backup for Vaccine Rescue process. Manages data loggers and subsequent reporting. Proficient in Impact SIIs. Trains staff on process.
11. Scans correspondence and lab work efficiently and accurately and with regard to patient confidentiality according to established office policy. Maintain patient confidence and protect operations by keeping patient care information confidential. Understands and adheres to the legal responsibilities and requirements with the medical assistant role.
12. Manages clinical supplies and orders appropriately and responsibly. Restock supplies as indicated
13. Maintains Life Safety Manual and assists with completion of staff educational modules.
14. Demonstrates exceptional comprehension and support of quality measures and patient experience and trains staff on quality.
15. Maintain a safe, secure, healthy, and orderly working environment by following and enforcing standards and procedures; complying with legal regulations. Helps identify work flow improvement opportunities. Will implement downtime processes or manual work arounds during system failure if management not available.
16. Exhibits brand characteristics of Friendly, Accessible, and Credible
17. Other duties as assigned

SUPERVISORY RESPONSIBILITIES:

1. Supervises clinical staff and all daily clinical operational functions when on-site manager/coordinator is unavailable.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty competently. The requirements listed below are representative of the knowledge, skill and/or ability required

CERTIFICATES, LICENSES, REGISTRATIONS:

- Medical Assistant Certification Required
- CPR training
- Phlebotomy skills required

LANGUAGE SKILLS:

- High level of oral communication with the ability to understand and empathize with the patients. Good written communication skills.

MATH SKILLS:

- Basic math with an understanding of Medical measurements

COMPUTER SKILLS:

- Basic PC skills with the ability to learn propriety and other software used in the office setting

Education and Experience: Check the **Minimum** requirements for education and experience for this position.

Education: *Check appropriate box*

- Basic Skill Set
- High School or Equivalent (GED) Completion of a Medical Assistant Program Required
- High School & Specialized Training (*min. 6 mos. - 2yrs.*)
- Associate Degree Preferred
- Bachelor's Degree in:
- Master's Degree in:
- PhD
- M.D./DO

Experience Required: *Check appropriate box*

- Entry Level
- 3 months – 1 year
- 1 to 2 years
- 2 to 3 years
- 3 to 5 years
- 5 to 7 years
- 8 to 10 years
- > 10 years

Type of Experience:

Medical Office Experience

TRAVEL REQUIREMENTS: As needed

ENVIRONMENTAL CONDITIONS: The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

1. *(List specific conditions for the position if any)*

Potential exposure to blood and body fluid:

- Category I** – Performs tasks which involve exposure to blood, body fluid, or tissue.
- Category II** – Performs tasks which involve no exposure to blood, body fluid or tissue, but may perform unplanned Category I tasks.
- Category III** – Performs tasks that involve no exposure to blood, body fluid or tissue.

PHYSICAL DEMANDS: The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Physical Activity: *(Check all that apply)*

	N/A	0-25%	26-75%	76-100%	Avg. lbs.
Lift/Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	40
Push/Pull	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Squat/Bend/Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walk/Move About	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

ACKNOWLEDGEMENTS:

We have discussed this form and agree that it is a fair and accurate description of the responsibilities and expectations of this position.

Employee Signature

Date

Supervisor Signature

Date