

Southwest Louisiana Primary Health Care Center, Inc.

Position Description

Medical Assistant

GENERAL DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

The Medical Assistant (MA) functions in a multi-task role. Some of the duties consist of performing clerical duties necessary to prepare patients for visits, to arrange payments, and to make appointments when necessary. Other duties consist of compiling medical records and assisting in obtaining data for tracking and performance improvement activities. The MA works to provide timely and accurate on and off-site laboratory services and is responsible for maintaining laboratory equipment, supplies, records, and procedures in accordance with OSHA, CLIA, CQI, and other applicable standards. The MA is also expected to work with the Medical Director and Nursing Department to improve the quality and efficiency of lab services.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Greet patients and answer telephones in a courteous and professional manner, addresses questions and direct calls.
2. Ensures patient confidentiality and provides patients with needed information.
3. Examines patient medical records for completeness insuring all required information. is obtained at time of visit, notes any deficiencies, and refers to supervisor for follow-ups; maintain a variety of electronic health records such as: lab and pathology reports, progress notes and patient referrals.
4. Prepare patients for examination including identification of the chief complaint, the taking of vital signs, height, weight, etc.
5. Assists in updating patient information in the computer.
6. Responsible for filing incoming patient correspondence from outside Sources after provider review.
7. Works with patients and medical health care team regarding test availability, collection of specimens, cost effectiveness of tests, etc.
8. Maintains adequate inventory of laboratory supplies, ensuring that all supplies are viable before use in patient testing.
9. Performs other necessary duties as required by the Nursing staff or Medical Director to meet the goal of providing primary healthcare services.
10. Is familiar and is compliant with JCAHO standards and guidelines as they apply to the community health center.
11. Participates and documents patient education, age specific assessments, and compliance with medication/dietary instructions.

12. Participates in organization projects including community projects. Participates in daily performance improvement activities.
13. Assists other staff members in returning patient phone calls
14. Performs other task deemed necessary to meet patient care needs/clinic needs per request of medical and nursing team.
15. Attends and participates in all required meetings.
16. Participates in daily team huddles as a team-based approach to care.

REPORTING RELATIONSHIP:

The evaluation of work performance is ongoing and will be performed by the Clinical Coordinator or designee.

QUALIFICATIONS:

1. Minimum of High School.
2. Ability to use current office machines including computer.
3. Certified in Basic Life Support.
4. Knowledge base of basic medical protocols, terminology, and commonly used abbreviations.
5. Must have some basic knowledge of JCAHO standards.
6. Minimum of six (6) months healthcare experience.
7. Completion of an approved program of training for Medical Laboratory Technicians and/or Medical Assistant.