



Heritage Health Center

128 North Bent St. • Powell, WY • 82435 • 307-764-4135 • www.heritagehealthcenter.org

Providing Care to the Community

Our mission at Heritage Health Center is to provide positive community impact through; access to quality care for all persons, providing whole person care, and participating in community endeavors. We are proud of our organization and the many employees who have and will contribute to our reputation of providing excellent health care to individuals regardless of their ability to pay. It is the intent of HHC to employ people who will contribute to the overall success of our organization and to have an atmosphere in which all employees demonstrate an understanding of the importance of HHC's Mission. We want you to enjoy your work here and fully realize your potential. If you have additional questions or need assistance, please consult your immediate supervisor or the Employee Handbook. The Human Resource department has an "Open Door" policy and welcomes your personnel and benefits questions.

Position: Medical Assistant

Salary: \$DOE

Start Date: Full-Time: October 25, 2018

Requirements:

POSITION SUMMARY:

The Medical Assistant(MA) position at Heritage Health Center encompasses all aspects of the day-to-day function in the clinic. The MA works with every staff member at the health center and will be expected to provide assistance when and wherever needed. This includes patient care duties, as well as, competency in the front office coordinator position.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

All duties will be completed under supervision of the provider until CMA certification has been completed and licensure obtained.

- Competency in front desk, eligibility and check out procedures.
 - Registering and scheduling patients
 - Collection of income verification documents
 - Responsible for eligibility and administration of the Sliding Fee Schedule when applicable
 - Understands and is responsible for administering Sliding Fee Schedule to eligible patients
 - Work effectively with office physicians daily, being flexible, to maximize office efficiency
 - Collects amounts due from patients at time of service according to HHC policy
 - Ensure adherence to internal controls and accounting policies and procedures
 - Receives and records initial information on prospective patients, admits them in

the computer

- Scanning and assigning documents to patient charts with accuracy and timeliness.
- Place patients in exam rooms, obtain history from paper print out and vital signs; accurately document in the medical record.
- Assist in the examination and procedures for patients with provider when necessary.
- Provide treatments, as ordered, such as aerosol treatments, immunizations, and injections.
- Assess medical and medical education needs of the patient and provide education as directed by provider.
- Perform laboratory and diagnostic procedures such as venipuncture, urinalysis, glucose, hemoglobin, and electrocardiogram.
- Provide translation assistance as needed.
- Answer telephone calls, create patient cases, and respond to messages within the same day.
- Provide education and instructions, per provider direction, on lab and diagnostic results, medication refills by telephone and in person for patients.
- Keep patient exam rooms and nursing station stocked with supplies and organized.
- Review the providers schedule throughout the day and prior to the start of shift to ensure patient flow.
- Work with other team members and managers to implement daily duties and new programs as needed.
- Participate in performance improvement activities and staff trainings.
- Report errors or issues promptly to supervisor.
- Maintain security and accuracy of medical records and patients' health information according to HIPAA standards.
- Ensure that our patients get the best possible care.
- Supports the agency's Mission, Vision and Values.
- Perform other duties as assigned.

REPORTING:

- CMO and RN per different scenarios

COMPLIANCE:

- Ensure compliance with the applicable 19 requirements of HRSA's FQHC grant award
- Maintain the highest of standard of HIPPA compliance
- Follow HHC policy as outlined in the Employee Handbook

KEY ORGANIZATIONAL RELATIONSHIPS:

- Physicians and clinical Staff

MINIMUM REQUIREMENTS:

- A High School Diploma or GED.
- Graduate of an accredited program for Medical Assistants.

- CMA certification preferred.
- At least 3 years' experience in a medical office and one year of experience as a Medical Assistant.
- Strong communication skills, both verbal and written.
- Excellent computer skills, particularly with database management, Electronic Health Records and all software in Microsoft Office 2000, including Word and Excel.
- Demonstrated ability to work with patients
- Ability to multi-task and manage a heavy workload. A hands-on management style and the ability to address and solve problems or issues as they arise.
- Ability to work as a team member and work effectively with diverse people.
- Demonstrated awareness of and value of cultural competence.
- Current CPR certification.
- Excellent interpersonal and communication skills.
- Organizational skills are essential

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

(The physical requirements and work environment 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.)

This position requires the manual dexterity sufficient to operate phones, computers and other office equipment. The position requires the physical ability to kneel, bend and perform light lifting (at least 50 LBS). This person must have the ability to write and speak clearly using the English language to convey information and be able to hear at normal speaking levels both in person and over the telephone. Specific vision abilities required by this job include close vision, depth perception and the ability to adjust focus. Generally, the working conditions are good with possible exposure to blood and bodily fluids and some hazardous materials.

CATEGORY: Full-Time

OFFICE LOCATION: Powell, WY

JOB DESCRIPTION EFFECTIVE DATE: January 1, 2016