



JOB DESCRIPTION

Job Title: Bilingual Clinic Medical Assistant	FLSA Status (HR): Non exempt
Department Name: Medical Clinic	Approved By (HR): Dani Goodrum
Reports to (Title): Medical Assistant Coordinator	Date Approved (HR): 9/16/14
Date Prepared: 09/12/2013	Prepared By: Ivy Spadone

JOB SUMMARY: The clinic Medical Assistant is a crucial member of the clinical team. This person supports all providers within the clinic environment as well as acting as liaison between the front and back office in the clinic. The medical assistant helps patients by providing information, education, services and assistance as needed, under the guidance of clinic manager. HOPES has an integrated team model approach to patient care. Part of the Medical Assistant’s responsibility will also include participation in organization wide Patient Centered Medical Home activities to enhance patient care. As quality is every employee’s responsibility, the Medical Assistant is required to uphold all standards and policies, and participate in quality improvement processes and meetings.

ESSENTIAL FUNCTIONS:

1. Maintain a good knowledge and understanding of Northern Nevada HOPES’ mission, vision and philosophy and support these tenets at all times while conducting agency business.
2. Contribute to a healthy work environment by demonstrating the following: active participation in meetings and team building activities; direct and timely communication about needs and problems at all times and an open and receptive attitude towards proactive problem solving and constructive feedback approaches
3. Maximize learning opportunities by remaining receptive to constructive feedback and utilizing support available from your supervisor.
4. Escort patient to rooms and perform all necessary vital signs efficiently to maximize workflow. Document all pertinent patient information in the electronic health records.
5. Participate in team meetings and perform follow up items from team meetings as necessary
6. Verifies patient information by interviewing patient, recording medications and chief complains accurately
7. Taking blood pressure, weight, height, temperature, respiratory rate, heart rate and recording last menstrual periods if needed.
8. Must have knowledge regarding HIPPA.
9. Perform brief substance abuse, mental health and adherence screening as directed.
10. Counsels and educates patients regarding chronic diseases as well as transmitting provider orders
11. Refill medications as requested by patients in a timely manner, under direction of the providers.
12. Internal and external referral to diagnostic and specialty care, as requested by providers.
13. Maintains safe, secure and healthy work environment by establishing and following standards and procedures; complying with legal regulations when needed.
14. Keep exam room supplies stocked and in good order and working condition.
15. Updates job knowledge by participating in educational opportunities.
16. Participate in all team building activities to enhance the integrated team approach to patient care at HOPES
17. Be proficient in electronic medical records and be able to utilize electronic medical records to maximize workflow
18. Provide coverage for the front office by answering phone calls and scheduling patients whenever needed.
19. Assist providers in the rooms with procedures and translation as necessary.



- 20. Ensure that all related reports, labs and information is available for provider prior to a patient’s appointment.
- 21. Take telephone messages and provide feedback and answers to patient/provider/pharmacy calls
- 22. Triage and process messages from patients and front office staff to all providers
- 23. Maintain all logs and required checks, (i.e. refrigerator temperatures, room temperatures, oxygen supplies, etc)
- 24. All other duties as assigned by the clinic manager.
- 25. Must have knowledge of medical terminology, electronic health records and EKG operations.
- 26. Monitor and maintain oxygen and liquid nitrogen tanks.
- 27. Monitor and maintain biohazard pickups.

MARGINAL/ADDITIONAL FUNCTIONS:

- 1. Assists with other department functions as assigned
- 2. Provide CQI data and reports as directed to Clinic Manager.

REPORTING STRUCTURE:

Supervision Received: Medical Assistant Coordinator and Chief Operations Officer

Supervision Exercised: None

CONTACTS:

Internal: Medical Clinic clients and other Medical Clinic staff

External: None

JOB QUALIFICATIONS:

Knowledge, Skills, and Abilities: Bilingual (Spanish and English)

Education or equivalency: High School diploma or equivalent

Experience: two years’ experience as medical office assistant

Specialized training: BLS CPR

Certification/licensure: None

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all duties and skills required in order to perform the work. The health center reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and the Center continues to maintain its status as an at-will employer. If the essential functions of this position cannot be performed in a satisfactory manner by the employee, reasonable accommodations may be made.

EMPLOYEE ACKNOWLEDGEMENT:

Employee Name

Employee Signature

Date

SUPERVISOR ACKNOWLEDGEMENT:

Supervisor Name

Supervisor Signature

Date