

MEDICAL ASSISTANT

Division: Knox Community Health Center
Immediate Supervisor: Director of Operations
Bloodborne Pathogen Risk classification: 1
Fair Labor Standards Act (Non-Exempt Status):
Salary Schedule Pay Grade: 3

Created: December 8, 2011
Reviewed: December 2016

As with any public sector employment, job descriptions, performance standards, and duties assigned are subject to change dependent on funding allocation and community expectations.

Summary of Duties:

1. Responsible for coordinating the implementation of all non-clinical enabling services for KCHC patients; including but not limited to annual sliding fee scale eligibility, Patient Assistance Program, Behavioral Health Integration, interdepartmental, and community resource referrals.
2. Actively seeks out ways to improve patient education and enabling services.
3. Works with the providers to provide patient follow-up and assess continuing care needs of KCHC patients. Workload is both clinical and administrative in nature.
4. Provides referrals to clients to access necessary healthcare and support services in the community, including making appropriate appointments for clients.
5. Actively recruiting new, unduplicated patients and promotes crossover services amongst current patients.
6. Performs related duties and tasks as required and requested by Supervisor.
7. Demonstrates and carries out medical assistant procedures in clinic and laboratory setting of the varied clinical programs.
8. Confers with various sources such as parents, physicians, and dental staff, and schools, to gather pertinent information related to assignments.
3. Receives and directs visitors to sources of specialized information; answers nontechnical questions and explains procedures.
4. Monitor inventory of supplies for Health Center, assist in re-ordering, and ensure exam rooms are appropriately stocked with medical supplies at all times.
5. Utilize knowledge of appropriate referral systems and act as a facilitator to complete health related client referrals.

6. Complete required documentation for patient charting complying with all appropriate policies and procedures, as required by the Department's HIPAA Privacy Standards and billing procedures.
 7. Provide assistance in front desk functions, as appropriate, to include confirmation of health appointments, filing charts, and scheduling appointments.
 8. Operate office machines, computer equipment, and telephone system; as needed.
 9. Perform data-entry, maintain records, and properly document all interactions with patients; prepare reports as needed.
 10. Maintain up-to-date recall lists for Health Center.
 11. Work with the public; exhibiting courteous behavior, non-judgmental attitude and maintaining client confidentiality.
 12. Performs all other duties as assigned.
-

Minimum Qualifications:

Requires certification of graduation from high school or its equivalent.

Requires the completion of a medical assistant program.

Requires certification through American Association of Medical Assistants, Inc., and continuing education as required to maintain certification.

Essential/Non-Essential Functions:

Demonstrates the ability to perform health procedures professionally and in a non-judgmental manner maintaining biohazard precautions and compliance with OSHA Bloodborne Pathogen Standards.

Able to perform all required health activities with skill, proficiency, and professionalism, applying general medical techniques and practices.

Capability to handle multiple assignments or tasks each day.

Ability to execute independent judgments: organize and prioritize multiple tasks and follow oral and written directions in detail.

Physical/Mental Attributes:

Must be efficient and able to organize and prioritize multiple tasks. Works well independently and as a team member; handles assigned tasks with minimal supervision.

Must be able to walk, stand, and manipulate medical instruments in completion of tasks. Must be able to write and operate a keyboard.

Must have a valid driver's license and be able to drive a vehicle.

Must be able to lift and carry equipment and supplies not to exceed twenty-five (25) pounds; and have the ability to perform duties requiring audio and visual senses.

Performance Standards:

Performance will be measured in accordance with the Knox County Health Department approved evaluation tool and established work performance standards.

Administrator Signature

Employee Signature