

	<p>Job Description</p> <p>Medical Assistant I</p>	<p>Effective Date: 1/1/2013</p> <p>Reports To: Director of Operations</p> <p>Revised:6/1/2020, 10/20/21</p>
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I. Job Summary

Under the general direction of the Director of Operations, participates in the assessment, planning, implementation and evaluation of the delivery of health care services. Works to continually improve patient satisfaction.

II. Essential Job Responsibilities

In conjunction with the physicians, mid-level providers, therapists, orthopaedic technicians and radiology technologists, provides direct personal patient observation, care and assistance by:

- Reviewing the previous visit note and flowsheets prior to the patient’s scheduled office visit, and insuring all ordered tests results are available and accessible for physician / mid-level provider use.
- Performing comfort and safety measures by means of introducing oneself to patients; ensuring patients are correctly identified; and informing patients of reasons for procedures and tests.
- Preparing patients for evaluation and management by reviewing pertinent patient information including patient medications on each visit.
- Preparing exam room with necessary equipment / supplies for each patient’s visit.
- Reviewing physician / mid-level provider orders and coordinating in-house MRIs, x-rays, therapy services, and DME services.
- Certifying patients as needed for Medications, hospitalization, surgery and applicable procedures; preauthorizing patient procedures done in other facilities with insurance network as needed.
- Assuring patients are educated to available COA resources.
- Assessing patient problems during the workweek and on call hours and providing appropriate management of these problems over the telephone.

- Assuring patient care documentation is completed and charted daily in system.
- Restocking exam rooms with medical supplies and paper products as needed.
- Completing physician dispensing orders as requested in compliance with office policy and procedure.
- Completing all applicable patient care forms in a timely manner.
- Faxing patient records to other physician offices, hospitals or outpatient facilities when requested.
- Maintaining current cardiopulmonary resuscitation certification.
- Compiling with all applicable state and federal regulations.

III. Other Job Responsibilities

Performs other related duties as assigned.

Maintains collaborative working relationship with all other employees.

Upholds strictest confidentiality.

IV. Minimal Qualifications

Education

High School Graduate

Experience

Entry Level

Certification / License

Required.

V. Independent Action

Under general direction, functions independently in coordination of assigned duties. Refers to director as appropriate on clarification of practice policy and procedure.

VI. Supervisory Responsibility

None

VII. Human Relations/Customer Communications

Communicate verbally and written with employees, physicians, patients, patient family members and public as a representative of the practice.

VIII. Personal Protective Equipment

Personal Protective Equipment (PPE) is provided by practice, and must be worn when there is a reasonable risk of occupational exposure to blood or body fluids.

IX. Occupational Exposure Statement

Category I Exposure Statement: High risk for contact with blood and body fluids for this position. Use of PPE and Universal Precautions required.

X. Americans with Disability Act Statement

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job functions either unaided or with assistance of a reasonable accommodation to be determined on a case by case basis.

XI. Statement

The above statements are intended to describe the nature and level of work performed. They are not intended to be construed as an exhaustive list of all required of personnel so classified.