community health
northwest florida
HealthcareWithinReach.org

Job Title:	Medical Assistant (MA)/Referral Specialist
Reports To:	Nursing Manager/Clinical Office manager
FLSA Status:	Non-Exempt
Days/Hours of Work	A typical workweek is Monday – Friday, working an eight hour day with an 30 minute unpaid meal break; as determined by the assigned clinic site hours. This position may be required to work flexible hours, overtime and rotational weekends.
Location	Escambia Community Clinics, Inc. dba Community Health Northwest Florida ("CHNWF")

Single Mission, Multiple Impact
When we say we want to improve community health, we mean it.

As a Community Health Center, we believe that a healthy community starts with a healthy home. As health advocates, we work to see beyond our singular mission of providing accessible healthcare to all, to truly impact the heart of our community on multiple levels. We are from the communities we serve, and we feel it is our responsibility to broaden the scope of health from the home, to our neighborhoods, and the community at large. We are envisioning community health for all.

JOB PURPOSE

The Medical Assistant (MA) /Referral Specialist job position provides direct clinical care of assigned patients under the supervision of the Nursing Manager, Clinical Director, Physician and/or other Health Care Provider. As the Referral Specialist the MA is responsible for submitting, tracking, follow-up and closure of any referrals initiated and requested by the patients provider. This requires contribution to the provision of quality clinical care through practices that support and achieve positive outcomes in patient care.

ESSENTIAL FUNCTIONS

1. Work directly with the assigned provider/physician or support team, following provider directives and supporting team members;

2. Monitor provider's schedule and manage "same day" appointments;

3. Prepare provider for scheduled appointments to include but not limited to labs, ancillary test results, consultation reports, Florida Shots Immunizations Registry, etc. through visit planning or huddle sheets;

4. Maintain log-ins to secure sites (i.e. hospital and insurance portals, Florida Shots);

5. Collect and prepare lab specimens and requisitions;

6. Complete process for appropriate discharge of patient to include, but not limited to, providing patient education (providing to patient written care plan and clinical summaries of relevant visits), providing appropriate referrals to Health Center's ancillary support programs such as prescription

assistance, social services, mental health, laboratory, x-ray, women's health and/or case management;

7. Document all required Continued Quality Improvement (CQI) data in the patients Electronic Medical Record (EMR) and request all necessary documentation to include but not limited to: smoking, PAP Smear, Mammogram, Colonoscopies/Screenings, Immunizations, dexa scans and health surveys, etc.;

8. Updates patient prescription and allergy lists to ensure they are accurate and up to date;

9. Conducts Spirometry, EKG, Finger Stick, etc., testing as ordered and necessary;

10. Collaborate with other health care providers and provides education and/or instruction to patients and/or significant others (in accordance to HIPAA requirements);

11. Initiates or assists in clinic codes and CPR as required;

12. Participates in clinic educational programs and/or committees as requested;

13. Performs direct patient care, assessment and documentation in accordance with ECC procedures and protocols;

14. Demonstrates proficiency in the operation of medical equipment related to patient care;

15. Remains abreast of current practices and trends as they relate to patient care;

16. Follows Universal Precautions and OSHA guidelines;

17. Collects laboratory specimens, performs blood glucose monitoring, obtains specimens and performs CLIA waived testing within scope of practice and in accordance with written (EMR) orders;

18. Participates in product evaluations and submits reports and recommendations, when appropriate;

19. Provides an environment conducive to safety for patients, visitors and staff;

20. Support operations of clinic where needed and as assigned by the Nurse Manager;

21. Adheres to all ECC policies and procedures (to include but not limited to Attendance, Dress Policy, Paid Time Off, HIPAA, etc.);

22. Maintains, keeps up-to-date and provides documentation of current Medical Assistant certifications, CPR, and negative PPD status;

23. Conducts oneself at all times in a professional, pleasant and customer focused manner;

Referral Specialist

24. Daily (and throughout the day) check for facsimile's sent to ECC and in cue;

25. Obtain and log authorizations for specialist referrals;

26. Obtain and log authorizations for procedures;

27. Upon receipt of authorizations schedule procedure and notify patients;

28. Process all WeCare referrals;

29. Process all McMillan Fund applications for diagnostic testing;

30. Obtain retroactive authorizations for visits and/or procedures;

31. When applicable, review patient chart to ensure patient was scheduled for referral appointment;

32. Call providers office for notes, scan and index records received as a result of referral visits;

33. Complete referral process by verifying appointment completion, obtaining records (i.e. office notes, procedure reports), scan and index records into EMR, and document finalize/review in EMR;

34. Daily review pending authorizations and contact appropriate insurer (i.e., Humana, Integral and any outside specialists) and document accordingly for continuity of care;

35. Other duties as assigned by the provider(s) and nurse(s);

36. Performs other tasks as may be assigned to maintain the continued functioning of the organization.

SUPERVISION

Not Applicable

OTHER DUTIES

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

MINIMUM REQUIREMENTS

Graduate from an accredited Medical Assistant Program;
Current certification appropriate to FL state Medical Assistants;
Current BLS for Health Care Providers.

PREFERRED EDUCATION AND EXPERIENCE

Minimum one-year previous medical assistant experience;
Demonstrated success in customer service or working with the general public, preferably in a medical care facility;
Two professional references from current/former supervisors preferred.

PROFESSIONAL ATTRIBUTES

Commitment to providing high quality healthcare to patients in underserved communities;
Flexibility;
Unquestioned integrity;
Ability to work effectively in a team environment;
An orientation and commitment to deadlines and details;
Decisive and exercises good judgment under pressure;
Ability to manage a diverse and demanding workload;
Ability to work in a fast-paced environment;
Must have the demonstrated ability to deal with highly confidential information.

KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge and experience of the care and treatment of patients and procedures that apply to a Medical Assistant professional;
Able to independently seek out resources and work collaboratively;
Able to communicate clearly with patients, families, visitors, healthcare team, physicians, administrators, leadership and others; able to teach patients and families in accordance with the documented plan of care;
Able to use sensory and cognitive functions to process and prioritize information, treatment, and follow-up;
Able to record activities and document interventions;
Able to use computer and learn new software programs required to perform the essential functions of the position;
Proficient oral and written communication skills;
Ability to handle difficult situations tactfully;
Communicates with co-workers and various contacts in a courteous and professional manner;
Must be dependable;
Must be able to remain calm during busy times and be able to function efficiently under stress;
Demonstrates and applies organization and time management skills;
Pleasant, courteous and respectful mannerism and displays professional attitude on the telephone and with patients and co-workers.

WORKING ENVIRONMENT

This job performs in a community health clinic environment which means it is a fast paced clinic environment with diverse and sometimes difficult patients;
May receive direction from the Licensed Practical Nurse (LPN);
Hours of work as assigned and in accordance with clinic policy and need, this may require working overtime hours, holidays and weekends to ensure the continued and effective operation of the clinic;
There is exposure to blood, body tissue, and fluids with occasional exposure to hazardous and infectious disease(s);
Continuous exposure to latex, plastic and/or materials which are used for personal protective equipment;
Requires prolonged standing, walking and sitting;
May require working at other CHNWF service delivery site;
Requires the flexibility and willingness to provide coverage for other clinic team members as needed;
Requires rotational weekend coverage and back up for Urgent Care as assigned by the Nurse Manager.

PHYSICAL REQUIREMENTS

Ability to move freely (standing, stooping, walking, bending, pushing and pulling) and lift up to a maximum of fifty (50) pounds without assistance;
Sitting, standing and walking more than 80% of the time;
Ability to bend and reach throughout the day to provide patient care.

PROFESSIONAL EXPECTATIONS AND COMPETENCIES

Dignity & Respect. No matter the circumstance, we treat everyone with the utmost respect they deserve in a professional manner.
Quality. Our promise is to deliver uncompromising quality care and service to all our patients.
Compassion. We are caregivers first, serving the needs of our patients in a welcoming and positive environment.
Empowerment. We empower people to be proactive in their care and envision their own picture of health.
Community. Our responsibility to our community is what drives us forward.

Commitment. We are committed each and every day to bring our vision of a healthy community to life.

AT- WILL EMPLOYMENT

CHNWF is an At-Will employer. This means that either you or CHNWF can end your employment relationship at any time, for any reason, or no reason, not prohibited by law unless you have signed a written employment contract as agreed to by the Chief Executive Officer of CHNWF.

ACKNOWLEDGMENT

My signature below attests and acknowledges that I have received and accepted this job description and I am responsible for performing the essential functions of the position. I also understand this job description may be changed or amended at the discretion of CHNWF.

_____ _____

Employee Printed Name **Date**

_____

Employee Signature