

Job Title:	Medical Assistant (MA)/Patient Services Advisor (PSA)
Reports To:	Clinical Office Manager/Site Manager
FLSA Status:	Non-Exempt
Days/Hours of Work	This is a full-time position with an expected eight (8) hour workday. The Company's business hours are Monday through Friday, 8am to 5pm. The nature of this position may, at times, require longer hours and weekend work.
Location	Century, FL

Position Announcement

JOB PURPOSE

The Medical Assistant (MA) /Patient Services Advisor (PSA) position is a versatile position that is responsible for providing quality services to patients and visitors by greeting and helping them in a professional, friendly and warm manner. This is a versatile position that may be responsible for both registration and triage of patients and gathers patient information, verifies and ensures the CHNWF (Practice Management) Electronic Health Records are up to date and accurate, collecting co-pays (payments) as required and assisting the patient, visitor or customer in their visit and/or providing walk-in triage to prepare for the provider..

ESSENTIAL FUNCTIONS

Medical Assistant

1. Work directly with the assigned provider/physician or support team, following provider directives and supporting team members;
2. Maintain log-ins to secure sites (i.e. hospital and insurance portals, Florida Shots);
3. Collect and prepare lab specimens and requisitions;
4. 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;
5. 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.;
6. Updates patient prescription and allergy lists to ensure they are accurate and up to date;
7. Conducts Spirometry, EKG, Finger Stick, etc., testing as ordered and necessary;
8. Collaborate with other health care providers and provides education and/or instruction to patients and/or significant others (in accordance to HIPAA requirements);

9. Initiates or assists in clinic codes and CPR as required;
10. Participates in clinic educational programs and/or committees as requested;
11. Performs direct patient care, assessment and documentation in accordance with ECC procedures and protocols;
12. Demonstrates proficiency in the operation of medical equipment related to patient care;
13. Remains abreast of current practices and trends as they relate to patient care;
14. Follows Universal Precautions and OSHA guidelines;
15. 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;
16. Participates in product evaluations and submits reports and recommendations, when appropriate;
17. Provides an environment conducive to safety for patients, visitors and staff;
18. Support operations of clinic where needed;
19. Adheres to all CHNWF policies and procedures (to include but not limited to Attendance, Dress Policy, Paid Time Off, HIPAA, etc.);
20. Maintains, keeps up-to-date and provides documentation of current Medical Assistant certifications, CPR, and negative PPD status;
21. Conducts oneself at all times in a professional, pleasant and customer focused manner;

Customer/Patient Services

22. Greets each patient/client/visitor to the clinic in a manner that is helpful and friendly, making eye contact with a genuine warm welcome when they enter the office, regardless of the individual's demeanor or how busy the office is;
23. For each patient interaction applies the AIDET patient communication framework (A = Acknowledge I= Introduce D= Duration E = Explanation T = Thank You);
24. Promptly determines purpose of visit and direct patients/clients/visitors to appropriate person or department(s);
25. When attending to a new patient visit or updating information for an existing patient, politely informs patient of adequate information that must be presented at time of visit;
26. Ensure all forms are explained to the patient and assist when needed;
27. Perform search for patient by utilizing more than one search criteria before creating a new chart;
28. Perform all duties in a professional and efficient manner;
29. Ensures they use their personal cellular phones and/or tablets while on breaks and do not use them while working and during patient interaction;

30. Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area;
31. Helps patients in distress by responding to emergencies;
32. Contributes to team effort by working in a cooperative and positive manner to get the work accomplished;
33. Protects patients' rights and ensures confidentiality by practicing privacy protocols in accordance to Clinic policies and HIPAA requirement to include maintaining confidentiality of personal and financial information;
34. Exercises problem-solving and conflict resolution skills when handling patient complaints and refers patient complaints to appropriate designated personnel as needed;
35. Understands that patient customer service is a primary essential function of the position and demonstrates this in all interactions and behaviors with patients, visitors and co-workers;
36. Assist patient with arranging transportation when needed;
37. Assist patient with language interpretation services when needed;
38. Interface with OB/GYN Sacred Heart scheduling resource for patient's transitions.

Registration Tasks and Functions

39. Calls patients daily to confirm next day's appointment;
40. Participate in daily huddles as directed by site management;
41. During check-in, provide/explain ECC's process of registration (*Phressia*) and relay importance of updating incorrect data at each visit;
42. Assist patient with Primary Care Physician changes as appropriate;
43. Assist patient with Medicaid enrollment including Presumptive Medicaid;
44. Identify and verify method of payment and collect co-pays if applicable;
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45. Explain and assist with application for CHNWF's Sliding Fee Program if applicable;
46. Informs patient of any existing balance noted in computer and request patient be prepare for any payment due at time of visit;
47. Verifies method of payment for service (Medicaid, Medicare, private insurance, private payee, Healthy Families, etc.) and collects data and/or payment as appropriate;
48. When scheduling appointments, carefully screens patients for all personal, medical and financial information as required such as a new address, change of insurance, etc.;
49. Verify patient demographics, i.e., date of birth, address, correct spelling of name, social security number;
50. Advise patients of co-pays, share of cost, deductibles as it pertains to each visit;

51. Copy Identification and Insurance Cards and ensure the copy is scanned into patient medical health record;
52. Complete all required fields the Additional Info Tab correctly and accurately;
53. Ensures all information in the Registration section is accurate and complete;
54. Enter notes as needed pertaining to current payments and payments on outstanding balances specifying date of service, voucher or encounter where payment needs to be applied;
55. Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone in a prompt, professional and courteous manner;
56. Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays;
57. Validate for each patient any charges and where appropriate if the patient had/has insurance, notify billing that charges need to be billed to insurance;
58. Notify billing when a patient provides new/change in insurance information that may affect the previous balance(s);
59. Ensures availability of treatment information by filing and retrieving patient records;
60. Maintains patient accounts by obtaining, recording, and updating personal and financial information;
61. Daily open and close payment batch (do not open or close other registration staff batches) to ensure accuracy of accounting;
62. Verifies insurance of future patients as accurate and still in effect using the numerous tools available (e.g.. Medicaid portal);
63. Communicates with clinical staff if patients leaves without being seen by a provider and indicates it properly in the practice management system;
64. 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
2 – 3 years experience working in registration in a medical office or hospital setting.

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.

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.

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.

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 ECC service delivery site;
Requires the flexibility and willingness to provide coverage for other clinic team members as needed;
May require rotational weekend coverage for Walk-In .

PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

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.

Please express your interest in writing to Jennifer Johnson, Clinical Office Manager at jjohnson@healthcarewithinreach.org.