

Eastport Health Care, INC.
PO Box H / 30 Boynton St.
Eastport, ME. 04631
(207) 853-6001

JOB DESCRIPTION

Title: Medical Assistant/Patient Services Representative

Position Category: Hourly/Non-exempt

Supervisor: Family Practice Physician or RN

Position Description: The Medical Assistant assists the provider in medical and laboratory procedures including preparation of the patient; maintains patient medical records; maintains cleanliness of medical exam rooms and laboratory; processes provider initiated referrals to other health care professionals and managed care organizations, maintains medical supplies; assists other team members as necessary. Performs a variety of administrative and clinical duties that support patient care and is team-oriented.

All EHC employees are expected to engage and be active participants in quality improvement projects and efforts, risk identification and reporting, attend trainings and meetings as requested and contribute to overall team spirit and cooperation. Employee contributions in this regard are valued and necessary for the organization's successful care of our patients/clients.

Duties/Responsibilities:

1. Room patients in exam rooms and performs patient interview according to procedure, documenting in the EHR.
2. Measure and record vital signs, perform dressing changes, EKG's, nebulizer treatments, ear irrigations, medication administration, oxygen use, changing respirators and patient set-up and administration of oxygen, vision screening, spirometry, any and all other task/procedures related to patient care as ordered by a provider.
3. Set up and assist provider with procedures, utilizing aseptic and sterile techniques.
4. Administers injections including subcutaneous, intramuscular and intradermal as ordered by provider.
5. Identifies and applies proper written and verbal communication to instruct patients in health and wellness, nutrition, hygiene, treatment and medications, personal and physical safety and other areas as directed by provider.
6. Understands and utilized proper documentation of patient encounters and instruction.
7. Maintain cleanliness and disinfects exam rooms between patients; cleans and disinfects laboratory and medical equipment as necessary or requested by provider; assist in maintaining general cleanliness of clinic.
8. Uses and tests autoclave and sterilization equipment.
9. Stocks and prepares exam rooms for the day.

10. Draw blood, process and send out blood, urine and other specimens according to established laboratory procedures; may perform in-house labs and document results (e.g. HbA1C, PTINR, UA, etc.). Make necessary documentation in patient's electronic medical record.
11. May organize and maintain laboratory. Perform laboratory procedures as ordered by provider, in accordance with applicable federal, state or other agency requirements.
12. Organize, maintain, and order general medical and laboratory supplies, inventory and records pertaining to same.
13. May organize and maintain a tracking system for pap smears and mammograms.
14. Update computer data bases associated with state subsidized medical programs (e.g. Maine Immunization Program, Maine Breast and Cervical Program) as needed or requested by the provider or manager.
15. Schedule appointments with other physicians or agencies when referred by provider; contact managed care and insurance companies as necessary to confirm benefits or obtain prior authorization for medical procedures and referrals; maintain record of referrals completed, including date accomplished, date patient notified of appointment and other applicable information as required by provider.
16. Type referral letters when provider refers a patient to another physician or agency. Gather needed documentation and send with the referral letter.
17. Assist the provider in obtaining medication Prior Authorizations for patients as needed.
18. Documents and mails letters to patients that do not show for appointments, according to policy.
19. Assist the provider in the accomplishment of other tasks as requested by provider or office manager.
20. Package up biological waste according to guidelines and prepare for pick up.
21. Maintain refrigerator/freezer log; perform daily, weekly, monthly checks including but not limited to: AED, refrigerated medications, medication cabinet, etc.
22. Order outside labs, procedures as directed by provider (e.g. X-rays, MRI)
23. Maintain MDS log.
24. Open and close clinic as necessary.
25. Adheres to all EHC Policies and Procedures.
26. Attends education, training and meetings as requested and required.
27. Performs other tasks, within scope, as deemed necessary by supervisor.

Minimum Entrance Requirements:

1. Current BLS certification
2. Minimum, one year working experience as a medical assistant and/or phlebotomy technician in outpatient clinic or laboratory. Current AAMA certification as a Certified Medical Assistant preferred; current ASPT certification as Certified Phlebotomy Technician or one-year training experience preferred.
3. Excellent verbal/written communication skills.
4. Proficient typing computer skills and basic knowledge of computer use.
5. Prefer experience with Electronic Health Record.

Essential Functions:

COMPREHENSION: Understand and apply non-routine verbal and/or written instructions.

ORGANIZATION: Organize and prioritize individual work schedule to manage multiple tasks and/or projects.

DECISION MAKING: Make decisions that have an impact on the clinic’s operations and services.

COMMUNICATION: Communicate and explain a variety of information.

PHYSICAL REQUIREMENTS: Lift/carry 10—25 lbs., walking/standing/bending/kneeling/squatting; Ability to assist patients on and off exam table/chairs; visual acuity, eye hand coordination, speaking and hearing; ability to use interfaced communication devices.

Signature

Date

Supervisor

Date