



CERTIFIED MEDICAL ASSISTANT

Responsible for helping nurse and other providers.

All potential new employees will undergo a background and Office of Inspector General exclusion report and periodically thereafter.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Reporting monthly State of Maine immunizations.
2. Tracking pharmaceutical samples.
3. Participates as an involved member in SCRFHC clinic team projects.
4. Assist with QI activities.
5. Attend required meetings.
6. Self direct, motivate and function successfully in a team environment.

PATIENT CENTERED MEDICAL HOME DUTIES:

1. Practices team-based care
2. Involved in huddles on daily basis per huddle procedure
3. Attends required staff meetings
4. Attends required training meetings
5. Participates in clinic and team Quality Improvement processes
6. Is invested in fostering patient self-management including involving the PCMH Care
7. Attend monthly meetings at which clinics, PCMH, and best-practice procedures and business agenda are addressed
8. Attend Performance Improvement Team and other QI committees as assigned

ORGANIZATIONAL RELATIONSHIPS

Reports directly to the nurse.

EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS:

An associate's degree or certification from a recognized Medical Assistant program is required as is continuing education in the field. Good communication skills and the ability to work well with people are essential.

POST-EMPLOYMENT REQUIREMENTS:

All new employees must complete communication training, health literacy and patient safety, within the first week of employment.

All new employees must complete training in coordination of care for patients and maybe assigned to a care team to support patients and families in self-management, self-efficiency, and behavior change within the first two weeks of employment as administered by the practice manager.

All new employees must complete training in population management within the first month of employment as administered by the office manager.

All clinical employees must complete motivational interviewing training within 3 months of employment.