



# St. Croix Regional Family Health Center



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## Medical Assistant

**SUMMARY OF FUNCTIONS:** Fulfills both patient care duties and administrative tasks to ensure efficient medical care.

**MAJOR DUTIES AND RESPONSIBILITIES:** Embraces the mission, vision, and values of St. Croix Regional Family Health Center, utilizing both the Patient-Centered Medical Home model and the Accountable Care Organization measures.

### **Core Medical Assistant Duties:**

- Patient triage and vital signs.
- Administer injections and immunizations
- Perform diagnostics: EKG, Holter Monitor Placement, PFT/Spirometry, Hearing Tests, Vision Screening, Color Vision, etc.
- Administer treatments: Nebulizer, Oxygen, Ear Irrigation, etc.
- Patient teaching: Diabetic monitors, administration of insulin, respiratory devices, BP monitors, etc.
- Assist with surgical procedures and set-up under the supervision of a provider.
- Assist with Gynecological Exams.
- Assist patients with prescription refills.
- Create referrals, lab orders, and diagnostic tests as requested by the provider.
- Discuss lab and diagnostic results with patients.
- Assist patients with scheduling appointments with specialists and diagnostics.
- Stock and disinfect exam rooms.
- Proper documentation in the Electronic Medical Record (EMR)

### **Patient-Centered Medical Home Duties:**

- Practice team-based care.
- Attend staff meetings required.
- Attend professional development required.
- Participate in clinic and team Quality Improvement processes
- Invested in fostering patient self-management including involving the PCMH Care

### **Customer Service:**

- Answer phone calls and provide great customer service.
- Verify the patient's primary care provider (PCP).
- Verify all demographic information is accurate, verify patient contact telephone number and/or email address.
- Counsel potential patients as to our new patient intake process.
- Schedule new/existing patient appointments.
- Cancel/reschedule appointments.

- Maintain and ensure the security of all patient's medical, dental, and behavioral health records.
- Respond to medical messages.
- Process prescription refills and/or prescription prior authorization.
- Explain/counsel patients regarding the sliding fee scale as well as other financial programs available.
- Communicate with the billing department, as necessary.
- Explain/counsel patients regarding the 340B program.
- Assist Front Office positions, as necessary.

**Knowledge, Abilities, Skills, and Other Characteristics:**

- Demonstrated clinical competence.
- Critical clinical thinking skills required.
- Detail oriented.
- Team-player oriented.
- Able to function independently.
- Excellent verbal and written communication skills, and listening skills while conversing with patients, families, health professionals, and community agencies.
- Must have the ability to handle stressful emergencies calmly and effectively.
- General computer skills required.
- Experience with EMR systems.

**Miscellaneous Duties as Assigned:**

- Other duties as assigned by Medical Assistant Lead.
- Develops and sustains positive working relationships within the SCRFHC team.

**EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS:**

- Must be at least 18 years of age.
- GED/High School Diploma required.
- Must have an associate's degree from a recognized Medical Assistant program.
- Current CPR Certificate.
- Experience in direct patient care. Preferably in a clinical care setting or ambulatory care setting, but not required.
- Ability to establish and maintain effective, courteous working relationships with patients, staff members, and others.
- Ability to work under pressure in a fast-paced environment.
- Ability to work flexible hours to meet job requirements.
- Knowledge of chronic care management
- Knowledge of preventative care screenings
- Presents self in a professional manner, dress, and actions.