A picture containing drawing, plate

Description automatically generated

Medical Assistant Job Description

**GENERAL DESCRIPTION**

Responsible for day-to-day operations of the intake process. Accountable for performing eligibility tasks by completing an intake, ensuring accurate data entry with a high level of attention to detail. Providing a professional and respectful attitude in a HIPAA compliant atmosphere in a diverse cultural setting. Ability to prioritize, problem solve and multi-task in a fast paced setting. Assisting patients with establishing care with our facility as well as other facilities.

**JOB RESPONSIBILITIES**

**Essential Functions:**

* The following information is intended to be representative of the essential functions performed by personnel in this position and is not all-inclusive. The omission of a specific task or function will not preclude it from the responsibilities of this position if the work is similar, related or a logical extension of
* the position. Other duties may be assigned.
* Perform eligibility tasks by completing an Intake gathering income, demographic and household information.
* Present a professional and neat appearance and speaking professionally, respectfully and clearly at all times.
* Assist patients, or refer them as necessary, with questions and completion of forms or applications regarding other public assistance programs.
* Maintain patient confidentiality in accordance with the policies of Community Action's Health Care for the Homeless and as directed by HIPAA.
* Create and maintain an attractive and calming office presence for patients.
* Maintain a good and timely flow of patients through the office.
* Verify that income documentation provided is acceptable to program standards.
* Review patient records for completeness, accuracy, and compliance.
* Enter data, such as demographic characteristics and financial income into the data system and/or the patient management system.
* Answer telephones, take and relay messages timely and accurately.
* Operate office equipment, such as voice mail, messaging systems, fax machines, computers, copiers, scanners, in order to perform daily tasks.
* Perform assigned clinical and clerical functions, in order to perform daily tasks.
* Attend regularly scheduled staff meetings and training as assigned.
* Prepare reports and correspondence as requested by provider staff.

**EDUCATION & EXPERIENCE**

* High School Diploma or Equivalent.
* Minimum of Medical Assistance Certification or equivalent.
* Minimum of 6 months in customer service, social services, medical assistance or equivalent.

**KNOWLEDGE & SKILLS**

* Healthcare Field and Medical Specialty
* Medical Terminology
* Ability to Perform Phlebotomy and Administer Injections
* Grammar, Spelling, and Punctuation
* Attention to detail, multi-tasking and excellent interpersonal communication skills.
* Exceptional Customer Service and hone Etiquette
* Excellent Computer skills
* Ethical & Professional
* Self-Motivated and Attention to detail
* Basic math computation and simple algebra are utilized on a daily basis. Ability to calculate income based off of provided documentation
* Must be able to communicate effectively with staff and the public.

**PHYSICAL & ENVIRONMENTAL REQUIREMENTS**

Reasonable Accommodations Can Be Made For Persons With Disabilities

* While performing the duties of this job, the employee is regularly required to sit for periods of up to two hours; use hands to finger, handle or feel; is frequently required to reach with hands and arms; and is occasionally required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl.
* Must occasionally lift and/or move up to 25 pounds.
* Must possess the visual acuity to focus up close and routinely work with computers.
* Must be able to hear and process ordinary conversation and telephone conversation.
* Must be able to tolerate air-conditioned buildings and fluorescent lights.

**OTHER REQUIREMENTS**

* Requires Frequent Local Travel and Occasional Out-of-Town Travel
* Bi-lingual skills with English/Spanish speaking ability a plus
* Must be Skilled in Oral and Written Communication
* Must be Able and Willing to Work with People from Diverse Backgrounds
* Bondable for Financial Transactions
* Professional Demeanor/Positive Attitude
* Professional Appearance and Hygiene
* Must be Dependable and Have Strong Interpersonal Skills
* Attendance/Punctuality: Consistently at work and on time, ensures responsibilities are covered when absent
* Ability to perform duties with minimal supervision
* Ability to apply common sense understanding to carry out instructions furnished in written and oral form; deal with problems involving several concrete variables in standardized situations
* Must be willing to submit to and pass a background check
* Must submit a clean driving history, possess a valid driver's license, and be insurable through CALC's insurance provider
* Perform other duties as requested by the HCH Program Director.