

## **Medical Assistant Position Summary**

The Medical Assistant provides support to providers and staff at a **holistic health and wellness practice** working together as a team to deliver a continuum of health and wellness services. The Medical Assistant is responsible for scheduling, checking patients in, collecting payments, and patient chart data entry and preparation.

## **Position-Specific Duties and Responsibilities**

- Responsible for patient appointments, scheduling, canceling, rescheduling client appointments for nurse practitioners and other providers as needed.
- Works directly with providers in maintaining the accuracy of their schedules.
- Provides administrative support to providers, answering phones, charting, and case management.
- Collects and records co-payments from patients, including accurate documentation of transactions.
- Collection and data entry responsibilities include problem identification and resolution of specific data entry functions.
- Initiates tracking of client charts appropriate to patient care via the electronic health record.
- Checks and prepares charts for the following day and maintains patient charts through established procedures.
- Complies with established policy for Release of Information of pertinent clinical information as requested by the patient or patient legal representative, in a timely manner.
- Performs clinical procedures which do not require the skill/knowledge or judgment of a licensed professional and which may be safely delegated in accordance with policies, procedures, and state professional licensure requirements.
- Records and reports any changes in patient condition to licensed health care professionals.

## **Expectations**

- Collaborate and effectively communicate with multiple disciplines and stakeholders.
- Communicate openly by taking initiative and responsibility.
- Contribute to the whole with creativity and flexibility.

## **Position requirements**

- Previous experience in a medical setting is required.
- Psychiatric experience preferred.
- Education/Licensure High school graduate or equivalent with specialized training in typing, transcription, medical terminology, and record-keeping preferred.
- Experience in providing a culturally responsive and trauma-informed approach.

- Certified as a Medical Assistant (AAMA).
- Professional level BLS certification.
- Excellent communication and interpersonal skills.
- Strong organizational and time management skills.
- Analytical, organizational, team, and self-directing skills.
- Knowledge of operation (user level) personal computer programs.
- Skilled in interacting with customers via phone and face-to-face.
- Ability to handle change and shift priorities in a fast-paced, high-volume environment.
- Ability to collaborate and effectively communicate within the integrative model.
- Phlebotomy certification through nationally recognized organization (preferred).

Schedule:

- Monday to Friday

Experience:

- Medical Billing And Coding: 1 year (Required)