



## **Job Title: Medical Assistant**

### **Job Information**

- Status: Regular Full Time
- FLSA (Exempt/Nonexempt): Nonexempt
- Department: Fair Hill Community Physicians, Administrative Support
- Patient Care

### **Job Summary**

- The Medical Assistant receives patients at the time of visit and supports the physicians and other clinical staff in the delivery of health care to patients by performing a variety of medically related tasks to ensure smooth patient flow. Key responsibilities include reception duties, administrative and clerical support, and assistance with patient procedures. Greets and registers patients, completes forms, collects and enters patient demographic and billing information, prepares charts, reviews fee slips, maintains office filing system, updates electronic medical records as appropriate and collects payments in accordance with cash handling policies and procedures.

### **Education**

- Non Degree Program: Graduate from a medical assistant program (Required)
- Other: Combination of relevant education and experience in lieu of attending a medical assistant program (Preferred)

### **Licenses and Certifications**

- CMA – Certified Medical Assistant (Required)
- BLS - (Required)

### **Qualifications**

- Customer Service Skills
- General Computer Skills
- Medical Terminology
- Organizational Skills
- Strong Communication Skills
- Strong Interpersonal Skills

# Job Responsibilities

## • Teamwork

- Actively participates to move the team toward the completion of goals.
- Makes procedural or process suggestions for achieving team goals or performing team functions; provides necessary resources or helps to remove obstacles to help the team accomplish its goals.
- Listens to and fully involves others in team decisions and actions; values and uses individual's differences and talents.
- Shares important or relevant information with the team.
- Builds a positive team by offering assistance and support to co-workers, patients, vendors, and partners.
- Puts success of team above own interests.
- Works actively to resolve conflicts.

## • Adaptability

- Adapts to change and stress in the work environment and manages competing demands while maintaining high performance levels.
- Treats change as an opportunity for learning; focuses on the beneficial aspects of change; speaks positively about the change to others.
- Always presents a positive disposition and maintains constructive interpersonal relationships when under stress.
- Modifies behavior and tries new approaches in response to change.

## • Communication

- Articulates thoughts and ideas effectively both verbally and in writing.
- Restates the opinions of others to clarify understanding.
- Presents information effectively in a variety of settings: one-on-one, small and large groups, with peers, direct reports, and superiors.
- Listens actively and is open to feedback. Provides fair and constructive feedback to others.
- Keeps team members and customers adequately informed.

## • Office Administration - General

- Acts as a liaison for billing staff, insurance companies, lawyers, medical providers, vendors and building manager. Attends meetings as requested/required so as to keep current with system changes/updates.
- Requests repairs or initiates action for replacement of equipment as needed.
- Orders supplies and equipment to maintain department inventories; establishes vendor accounts in conjunction with purchasing department.
- Provides necessary training to staff to accommodate changes in office procedures, practice compliance with OSHA, HIPPA, and other regulatory requirements. Updates policy/procedure manual as necessary

- **Administrative Support – Medical Assistant**

- Answers all incoming calls and greets visitors, directing them as appropriate.
- Organizes and maintains files, records, logs and other controlling systems and retrieves files as needed.
- Orders and maintains inventories of supplies.
- Sorts, prioritizes and routes incoming and outgoing documents and other correspondence (as applicable).

- **Documentation**

- Creates and maintains written and electronic documents.
- Documents all procedures and activities timely, accurately, and legibly.
- Follows all documentation standards according to department policy and procedures.

- **Assists with Patient Procedures – Medical Assistant**

- Explains procedure / visit to patient, assists patient in preparation for physical exam, and provides patient instructions as directed by physician.
- Prepares room for procedures and provides supplies and equipment necessary for procedure. Performs procedures and services as requested by physician, including phlebotomy, EKGs, wound care, injections, and preparing and delivering laboratory specimens to Pathology (as applicable).
- Cleans and disinfects exam rooms and equipment as required.
- Documents procedures as instructed by physician.

- **Unit Supplies and Equipment Maintenance**

- Maintains and stocks adequate unit supplies and equipment.
- Organizes and conducts inventories and requests supplies when needed.
- Keep all supplies and equipment ready for use.
- Ensures all forms for patient charting/unit function are stocked and requests additional forms from the appropriate source(s) when low.
- Maintains current knowledge base of instrumentation, equipment, and supplies used, and manufacturer's recommendations for cleaning and sterilization.
- Maintains current knowledge of the quantity and location of all supplies and the status of equipment.
- Operates all equipment required for exercise of clinical function.
- Notifies the correct department upon equipment failure.

- **Patient Care Service II**

- Maintains excellent public relations with patients, families, physicians, and Health System staff.
- Addresses issues or potential issues involving customer service and identifies process improvement opportunities.
- Ensures that patients, their families, visitors, customers and staff members are treated with kindness and respect.
- Collaborates with Health System personnel to ensure optimal patient care and promote a positive

working environment in the practice, unit and Health System.

- **Patient Care Support – Medical Assistant**

- Performs clerical duties and enters clinical information into the computer.
- Obtains and records accurate patient vital signs and body measurements.
- Maintains each patient's chart.
- Coordinates and schedules patient appointments (as applicable).
- Obtains insurance authorizations (as needed). - Assists nurses, physicians, and other healthcare personnel as needed.
- Assists, as directed, during an emergency situation.

- **Customer Service – Billing**

- Provides assistance to patients, family members, external healthcare related companies, law firms, coworkers and other Health System departments to resolve billing issues/concerns.
- Assesses the nature of incoming calls and other correspondence and identifies and completes appropriate action in a prompt manner.
- Researches transactions on account and re-bills, adds or changes information as required.
- Refers to financial counseling as appropriate and issues financial aid applications.

- **Accountability**

- Takes responsibility for own actions.
  - Strives to improve levels of individual, team and organizational performance.
  - Measures self against standard of excellence.
  - Participates in performance improvement efforts.
  - Demonstrates efficient and effective use of organizational resources as well as systems and services.
  - Explore new opportunities to add value to the organization and departmental processes.
- Complies with all Fair Hill Community Physician policies and procedures, and all applicable accreditation standards, laws and regulations, including those regarding patient confidentiality such as, but not limited to, Health Insurance Portability and Accountability Act of 1996, P. L. 104-191 ('HIPAA') and the rules and regulations implemented hereunder.
    - Adheres to and promotes Hospital Safety Standards and the Safety Management Plan.
    - Performs all job responsibilities in alignment with the core values, mission and vision of the organization.
    - Performs other duties as required and completes all job functions as per departmental policies and procedures.
    - Attends staff meetings and completes mandatory in-services and requirements and competency evaluations on time.
    - Maintains current knowledge in present areas of responsibility (i.e., self-education, attends ongoing educational programs).
    - Demonstrates competency in providing patient care that is individualized relative to age, population, developmental, psycho-social-cultural and demonstrated needs.
    - Wear protective clothing and equipment as appropriate.

## Physical Requirements, Physical Demands and Work

Environment Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. To request accommodation, contact Human Resources. FHCP is committed to compliance with federal, state, and local laws regarding individuals with disabilities.

## FHCP Core Competencies

- **Respect**

- Shows concern and consideration for others. Treats others as they would like to be treated.
- Evokes trust in others by keeping commitments and avoiding blame.
- Is direct and truthful. Communicates clearly and openly.
- Responds to and resolves challenging situations in a calm and professional manner.
- Contributes to achieving an environment where diversity is respected and valued

- **Service**

- Works relentlessly to achieve excellent service, and to re-establish trust if service fails to meet expectations.
- Anticipates and responds to customers and co-workers' needs in a timely and positive manner.
- Consistently adheres to the Service Excellence Standards.

- **Quality**

- Makes the extra effort to achieve excellent results.
- Takes actions to continually improve quality and safety in daily work.
- Takes responsibility for own actions; holds self and others to high ethical and performance standards.

*Fair Hill Community Physicians is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We provide equal employment opportunities to all individuals regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other protected category. We believe in the power of diversity and encourage candidates from all backgrounds to apply.*