Job Description

JOB TITLE: Medical Assistant
DEPARTMENT: Clinical
STATUS: Non-exempt
REPORTS TO: Nursing Supervisor

POSITION SUMMARY

The Medical Assistant coordinates nursing care for patients under the supervision and guidance of the Nursing Supervisor, participates in patient and family teaching, and provides leadership by working collaboratively with the ancillary nursing staff and other patient team personnel. The MA maintains standards for professional nursing practice in the clinical setting. At all times, this position maintains the strictest confidentiality and follows the HIPAA rules and regulations.

A review of this description has excluded the marginal function of the position that are incidental to the performance of fundamental job duties. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor.

RESPONSIBILITIES

- Greeting and escorting patients to exam rooms, preparing for physicians visits by obtaining initial information and vital signs
- Checking patients medical records for pertinent data; reviewing and maintaining current patient information/demographic data
- Inputting new data into patients medical records, ensuring accuracy
- Assesses the health status of patients and collaborates with the nursing staff and physician to establish care procedures
- Contributes to the planning of appropriate nursing interventions
- Administers treatments in accordance with policies and procedures
- Handle in prescriptions/refills under the direction of the provider
- Triage medical calls, consult with the provider and give advice per physician as necessary
- Complete Prior Authorization requests, documents and forms as needed for patient care
- Documents patient complaints with objective and subjective symptoms utilizing appropriate clinical method and records
- Communicates pertinent information regarding patient condition to other members of the health care team
- Assist in removing staples, sutures and performing dressing changes
- Receives and completes physician orders; notifies appropriate referral systems
- Performs all aspects of patient care in an environment that optimizes patient safety and reduces the likelihood of medical/health care errors
- Inspecting exam rooms for cleanliness and equipment condition; stocking and maintaining rooms and nurses stations with adequate supplies
- Educating patients and their caregivers regarding specific care as instructed by the physician
- Participates in staff development; continuing education programs, and mandatory meetings.
- Provides leadership by working cooperatively with ancillary nursing staff and other patient team personnel

- Works collaboratively with all other departments to ensure a positive patient experience
- Other duties, as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to assess, plan, implement and evaluate nursing care according to individual needs
- Must demonstrate an understanding of clinical risk
- Must demonstrate consistent professional conduct and meticulous attention to detail
- Excellent verbal and written communication skills as well as excellent interpersonal skills with patients, staff, and other health care professionals
- Knowledge of medical chart reporting/records, medical terminology and insurance practices
- Excellent computer skills including Excel, Word, and Internet use
- Skills in handling incoming phone calls and triaging appropriately
- Ability to work effectively as a team member with physicians and other staff
- Ability to react calmly and effectively in emergency situations
- Ability to flexibly respond to changing demands

EDUCATION/EXPERIENCE REQUIRED

- Current license to practice as a Medical Assistant in the State of Louisiana
- BLS certification preferred
- Prior experience with EHR required
- Minimum one year of prior MA experience in a clinic setting preferred