

POSITION DESCRIPTION

POSITION TITLE	Certified Medical Assistant/LPN
REPORTING RELATIONSHIP	Manager of Physician Practices
POSITION SUMMARY	Performs a variety of clerical and patient care related tasks.

POSITION ACCOUNTABILITIES

1. Supports and contributes to the service excellence mission of Hills & Dales General Hospital.
2. Demonstrates awareness of and provides care in a manner consistent with the Patient's Bill of Rights.
3. Demonstrates cooperation by offering assistance to co-workers, physicians and other health care providers.
4. Demonstrates the primary goal of consumer satisfaction through interacting positively with patients, families and other patient care providers in a respectful courteous, confidential and caring manner.
5. Accurately obtains and records patient's vital signs.
6. Accurately completes documents related to patient visit (i.e., records vital signs on encounter of staff note).
7. Completes patient teaching documentation, as appropriate.
8. Assists medical staff with diagnostic or therapeutic procedures.
9. Chaperons patients when needed.
10. Cleans and restocks exam rooms and treatment rooms on a specified schedule or PRN.
11. Seeks assistance from licensed staff as needed.
12. Provides patient transport as necessary.
13. Assists with transport of specimens/records when needed.
14. Administers injections, apply dressing and assists with simple procedures as directed by medical staff- EKG's and phlebotomy.
15. Greets all patients on arrival and verifies appointments.
16. Directs patients and families to appropriate areas of hospital clinics.
17. Prepares appropriate encounter forms, medical records, and other forms and routes accordingly.
18. Interviews and/or updates patient/family to obtain demographic financial and insurance information and accurately enters information into the computer.
19. Relays appropriate information about the clinic visit to the patient.
20. Accurately classifies patient for financial status for reimbursement purposes.
21. Refers appropriate patients for financial counseling/assistance.
22. Maintains patient registration/billing records and distributes appropriate information to other departments.
23. Utilizes proper telephone technique by: courteous greeting using courteous title (i.e. Ms. Smith, Dr Jones, etc.), by conveying location called, identifying self by name, answering call within three rings, and courteously placing caller on hold, if necessary.
24. Answers incoming telephone calls, makes appointments, screens requests, takes complete messages or resolves inquiries.

25. Makes appointment reminder calls and/or maintains return appointment suspense file as appropriate.
26. Accurately prepares necessary forms for lab, x-ray and other support departments as appropriate.
27. Acquires and returns medical records on a timely basis.
28. Capable of phlebotomy, x-ray and other technical procedures requested by physician.
29. Obtains results of lab or other diagnostic procedures when requested.
30. Responds to inquiries and provides information within limits of knowledge and clinic and hospital policies.
31. Maintains daily census.
32. Reconciles daily census to match clinic encounter forms.
33. Performs daily "kept appointment" function schedules.
34. Evaluates patient reimbursement status by reviewing personal and insurance information.
35. Accepts cash payment.
36. Provides patient with receipt.
37. Reviews charts if necessary to determine billing accuracy.
38. Assists with correction of incorrect billing, account information and initiates necessary correction.
39. Ensures that the check-in, check-out process has been completed: Verifies that the patient has appropriate identification and other appropriate documents, responds appropriately to patient questions, directs patient to financial counselor, if appropriate, schedules return appointment or diagnostic tests, collects all information related to pre-certification for managed care patients.
40. Maintains environment to exhibit a clean and pleasing work area, including bulletin boards.
41. Maintains clinic security by alerting appropriate personnel of safety, fire and other unsafe situations.
42. Reports unusual occurrences to Physician Office Facilitator/Clinic Physician.
43. Responds appropriately in emergency situations.
44. Assist the medical provider when requested by serving as a scribe, accompanying them during the medical history-taking and exam, recording details of both into the medical record, and coordinating departmental resources regarding tests, orders, radiology and results.
45. Ensures proper functioning of equipment used in delivery of patient care.
46. Projects a professional image by adhering to dress code policies.
47. Assists in the development, review and revision of clinic/service-specific policies and procedures.
48. Supports clinic policies and performance description.
49. Supports changes and new programs to improve patient care and staff morale.
50. Maintains clear lines of authority, responsibility and communication.
51. Assists in the training and orientation of new personnel.
52. Participates in quality assurance/quality improvement programs/activities.
53. Maintains an acceptable level of performance as evidenced by attendance at in-services training programs.

QUALIFICATIONS

Medical Assistant Certification or equivalent

EXPERIENCE & SKILLS

Prefer previous experience as a medical assistant/LPN in a health care facility. Requires public interaction, data collection, cash transaction and computer use (at least 25 wpm). Prior experience with customer service-oriented position required.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit. Dexterity with computer and other office equipment.

Work Conditions

Typical stresses of health care environment

We are an Equal Opportunity Employer