



Heritage Health Center

128 North Bent St. • Powell, WY • 82435 • 307-764-4135 • www.heritagehealthcenter.org

Caring for the Community

Mission: *Heritage Health Center will provide high quality primary care for everyone in the Big Horn Basin through respect for patients, staff, and the communities we serve.*

Vision: *To be a health care leader in the communities of the Big Horn Basin by providing access to high-quality, whole person, care for all citizens.*

We are proud of our organization and the many employees who have and will contribute to our reputation of providing excellent care to individuals regardless of their ability to pay. It is the intent of HHC to employ people who will contribute to the overall success of our organization and to have an atmosphere in which all employees demonstrate an understanding of the importance of HHC's Mission. We want you to enjoy your work here and fully realize your potential. If you have additional questions or need assistance, please consult your immediate supervisor or the Employee Handbook.

Position: Certified Medical Assistant

Salary: \$DOE

Requirements: **Background Check, CMA certification through an accredited training program.**

POSITION DESCRIPTION

The Medical Assistant (MA) position at Heritage Health Center encompasses all aspects of the day-to-day function in the clinic. This position will predominately work at our Powell Medical Clinic, but may require infrequent coverage at our Greybull Clinic. The MA works with staff members at the health center and will be expected to provide assistance with patient care duties, as well as, competency in registration and scheduling.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. *Competency in front desk, eligibility and check out procedures.*

- Registering and scheduling patients
- Collection of income verification documents
- Responsible for eligibility and administration of the Sliding Fee Schedule when applicable

- Understands and is responsible for administering Sliding Fee Schedule to eligible patients
- Work effectively with office physicians daily, being flexible, to maximize office efficiency
- Collects amounts due from patients at time of service according to HHC policy
- Ensure adherence to internal controls and accounting policies and procedures
- Receives and records initial information on prospective patients, admits them in the computer
- Scanning and assigning documents to patient charts with accuracy and timeliness.

2. *Clinical Assistance to Nursing & Provider Staff*

- Place patients in exam rooms, obtain history from paper print out and vital signs; accurately document in the medical record.
- Assist in the examination and procedures for patients with provider when necessary.
- Provide treatments, as ordered, such as aerosol treatments, immunizations, and injections.
- Assess medical and medical education needs of the patient and provide education as directed by provider.
- Perform laboratory and diagnostic procedures such as venipuncture, urinalysis, glucose, hemoglobin, and electrocardiogram.
- Provide translation assistance as needed.
- Answer telephone calls, create patient cases, and respond to messages within the same day.
- Provide education and instructions, per provider direction, on lab and diagnostic results, medication refills by telephone and in person for patients.
- Keep patient exam rooms and nursing station stocked with supplies and organized.
- Review the providers schedule throughout the day and prior to the start of shift to ensure patient flow.
- Work with other team members and managers to implement daily duties and new programs as needed.
- Participate in performance improvement activities and staff trainings.
- Report errors or issues promptly to supervisor.
- Maintain security and accuracy of medical records and patients' health information according to HIPAA standards.
- Ensure that our patients get the best possible care.
- Supports the agency's Mission, Vision and Values.

3. *Perform other duties as assigned.*

QUALIFICATIONS:

1. ***Education:***

- a. A High School Diploma or GED.
- b. Graduate of an accredited program for Medical Assistants.

- c. CMA certification.
- 2. **Experience**
 - a. One year clinical experience preferred.
- 3. **Other Skills Needed:**
 - a. Strong communication skills, both verbal and written.
 - b. Self directed, task oriented, and organized.
 - c. Excellent computer skills, particularly with database management, Electronic Health Records and all software in Microsoft Office 2000, including Word and Excel.
 - d. Demonstrated ability to work with patients.
 - e. Ability to multi-task and manage a heavy workload. A hands-on management style and the ability to address and solve problems or issues as they arise.
 - f. Ability to work as a team member and work effectively with diverse people.
 - g. Demonstrated awareness of and value of cultural competence.
 - h. Current CPR certification.

PHYSICAL REQUIREMENTS

1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made upon request to enable individuals with disabilities to perform the essential functions.
2. Ability to speak, understand, and communicate the English language effectively. Ability to hear adequately on the phone or in person and group settings.
3. Ability to work in front of a computer screen and keyboard, sitting and/or standing up to 8-10 hours per day (possibly longer if overtime is required).
4. Ability to work in a normal clinic environment conditions using various equipment including both office and medical equipment. Mobility necessary to access various offices, clinical spaces, and a wide variety of settings.
5. Mobility necessary to perform a variety of tasks that involve standing, walking, sitting, stooping, kneeling, bending and twisting, occasionally climbing stairs or using an elevator, possibly reaching chest high and overhead for materials, assisting patients, drawing blood, and assisting providers in clinical procedures.
6. Possess faculties, mobility and ability necessary to access research and interpret information from a variety of media and individuals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

All Heritage Health Center facilities are tobacco-free.

EXPOSURE TO HAZARDS

Housekeeping products, sterilization equipment and chemicals, needles, high noise levels caused by dental equipment, chemicals found in dental materials and products, such as acids and disinfectants, biological hazards such as blood borne pathogens, infectious diseases, contaminated wastes, saliva, and radiation.

HOURS OF WORK/ATTENDANCE REQUIREMENTS

30-40 hours depending on scheduling needs.

TRAVEL

Limited overnight travel and some travel to accommodate working at both the Greybull & Powell clinic locations.

BLOOD/FLUID EXPOSURE RISK

Blood/Fluid Exposure Risk: (Check the appropriate category)

- Category I:** Tasks routinely involved in potential for mucous membrane or skin contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.
- Category II:** Usual tasks do not involve exposure to blood, body, fluids or tissues but job may require performing unplanned Category I tasks.
- Category III:** Tasks involved no greater exposure to blood, body fluids or tissues than would be encountered by a visitor. Category I tasks are not a condition of employment.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me.

Employee Signature

Date

Supervisor Signature

Date