**JOB SUMMARY:** Medical Assistants are cross trained to perform administrative and clinical duties.Medical assistants are instrumental in helping patients feel at ease in the clinic and often explain the physician’s instructions. Medical Assistants are an essential member of the Patient-Centered Medical Home. This role will specifically help with CHC’s COVID testing as needed and may be exposed to infectious and contagious diseases/materials.

**MINIMUM QUALIFICATIONS:**

* **Language**: Oral and written fluency in English and oral fluency in Spanish required.
* **Education:** High school diploma or GED. Graduate from a medical assistant program.
* **Experience:** One-year experience in community/public healthcare required. Experience in multi-group health center setting preferred. EMR experience helpful.
* Ability to flourish in a team-oriented care model; strong team building skills.
* Demonstrated ability to work effectively with individuals of diverse races, ethnicities, ages and sexual orientations in a multicultural environment; strong initiative and the passion to advocate and provide healthcare to the underserved.
* Excellent leadership skills and basic computer literacy required.
* **Ideal Candidate:** Will have strong initiative and the passion to advocate and provide healthcare to the underserved.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

* Welcome assigned patients and inquire as to their well-being since their last treatment. Report any complaints or observations to the Nurse.
* Collect medical history from CHC patients.
* Screen patients/staff per CHC’s screening.
* Perform Nasal Swab Testing.
* Collecting nasopharyngeal swab samples.
* Perform basic laboratory tests including drawing blood.
* Assist patients as needed to and from the waiting area.
* Assure confidentiality of patient information and medical records.
* Prepare lab requisitions for prescribed or stat lab samples according to laboratory destination, including tracking and documenting as necessary.
* Label appropriately, prepare and store lab samples in accordance with required laboratory specifications.
* Ensure collection of lab specimens by appropriate lab courier.
* Ensure all blood spills are immediately cleaned with appropriate disinfectant according to CHC policy.
* Maintain environmental integrity and aesthetics ensuring all areas are safe and clean.
* Collect and organize supplies ensuring all work areas are restocked appropriately.
* Prepare and organize supplies and equipment to prevent waste.
* Maintain all exam rooms stocked with adequate medical supplies, maintain instruments, prepare sterilization as required.
* Assist with other related duties as assigned such as answering phones and coordinating patient transportation.
* Arrange for hospital admissions, specialty care and laboratory services.
* Explain treatment procedures to patients, prepare patients for exams and assist provider during exams.
* Instruct patients about medication and special diets.
* Prepare and administer medications as directed by provider.
* Perform electrocardiograms.
* Remove sutures and change dressings.
* Support providers and patients in synchronizing appointments, authorizations, and tests performed within other facilities.
* Update records to assure all patients have accurate information.
* Maintain accurate patient information in Patient Health Information System.
* Ensure complete and accurate registration including patient demographic and current insurance information.
* May assist with patient interpretation as needed.
* Maintain quality assurance by tracking and logging designated responsibilities. (i.e. refrigerator temperatures, emergency medications, expired medications, oxygen tank etc.)
* Under the supervision of a provider:
  + Collect, process, record, and educate patients on a wide number of medical laboratory tests
  + Administer and maintain medications at the highest standards of patient care
  + Store, inventory, and administer immunizations in compliance with all state and federal guidelines
  + Perform EKGs, Spirometry, vision acuity, ear irrigation, and other tests/procedures as required
  + Assess and schedule patients accurately by phone and in person
* Other duties as assigned.

**KNOWLEDGE, SKILLS and ABILITIES:**

* Knowledge of medical terminology and health care setting.
* Ability to execute workflows independently and with flexibility.
* Ability to multitask, prioritize work and meet deadlines.
* Creative and positive approach to communication and problem solving.
* Demonstrate good grammar, spelling and punctuation.
* Demonstrated ability to work with CHC’s patient population.
* **Respect:** Values culturally competent approach to working with low income and ethnic minority communities is a must.
* **Teamwork:** Contributes to building a positive team spirit; puts success of the team above own interest; supports everyone’s efforts to succeed; must be able to work well in multidisciplinary team settings.
* **Customer Service:** Strong customer service skills exhibited in excellent, unbiased and culturally appropriate customer service to patients and the community; ability to handle difficult and angry people constructively; savvy enough to interact with physicians and clients.
* **Interpersonal Skills** – Must have excellent written and verbal communications skills and presentation skills; focuses on solving conflict in cooperative manner, not blame; keeps emotions under control.
* **Cost and Time Consciousness:** Must know how to manage time and prioritize activities.
* **Diversity:** Shows respect and sensitivity for cultural diversity.
* **Ethics** **and Professionalism:** Treats people with respect and consideration regardless of their status or position and is accountable for own actions.
* **Organizational Support:** Follows policies and procedures established by CHC; visible to staff, offering support and modeling service behaviors and concern resolution process.
* **Safety, Confidentiality and Security:** Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly. Maintain a secure and trusting environment as required by the Health Insurance Portability and Accountability Act (HIPAA).
* **Attendance/Punctuality:** Is consistently at work and on time, which is predetermined between the employee and the person(s) he/she reports to.
* **Engagement:** Required to attend annual all staff retreat and encouraged to participate in CHC’s fundraisers throughout the year.

The Medical Assistant/COVID Tester is a part of the team of Medical Assistants. When not specifically focused on COVID testing, this position will jump into the MA rotation to help provide great integrative care for CHC patients.