



POSITION DESCRIPTION

Position Title: Certified Medical Assistant (CMA)

Date: January 2021

Written/Revised

Reports To: Clinical Supervisor

Department: Pediatrics, LLC

Type: Non-Exempt

POSITION PURPOSE:

Greets patients, obtains basic treatment information, performs and assists with routine medical procedures, and performs clerical activities in order to assist in maintaining clinic flow. Updates and files medical records verifies insurance coverage and collects payments from patients.

QUALIFICATIONS:

The job requires: knowledge normally acquired through a high school education; six months to one year of related and progressively more responsible or expansive work experience in a medical office, medical clinic, or in a mental health office performing routine health assessment tests; or an equivalent combination of education and experience. Pediatric practice experience preferred. Currently Certified or certification required within 60 days of hire. AthenaNet or other EMR experience preferred. May require experience in the use word processing and database software, a specified medical course such as Nurse Health Aid and Phlebotomy, or Medical Billing and Medical Terminology experience.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

Greets patients in order to determine needs; registers and directs patients to the correct appointment areas. Records chief complaint, takes vital signs and health information, and performs routine tests and procedures including venipuncture, blood pressures, pulse rates, respirations, weights and heights. Prepares equipment/supplies and cleans examination rooms in order to prepare for patient examinations. Verifies insurance coverage and authorizations and collects payments from patients. Assists health care providers during examinations, treatments, and minor surgery. Schedules appointments maintains master schedule for physicians and provides information; receives and routes calls and relays messages. Orders, updates, copies and files patients' charts/medical records in order to insure their availability for health care providers. Orders and schedules lab test, retrieves and distributes results to health care providers, laboratories and medical records as directed. Types materials, completes and verifies forms, and maintains general filing system and the petty cash and change fund. Monitors supply inventory and orders per guidelines.

Communication/Interpersonal Relationships Interacts with: Patients - in order to schedule appointments, obtain information and perform routine procedures.

Health Care Providers - in order to communicate patients; needs and concerns and assist with procedures.

Co-workers - in order to assist in daily activities and provide patient and/or clinic information. Medical

Records Personnel - in order to request records and verify patient information.

Supervisor - in order to receive direction and provide patient information.

Laboratory and Radiology Staff - in order to schedule tests/ procedures and obtain results.

Billing Personnel - in order to clarify bills and discuss the billing process.

Responsibilities include performing routine screening tests, assisting with procedures and notifying health care provider of medical urgencies. Impact on Programs/Services/Operations This job sets the tone and climate for patients by telephone and in person. Errors in scheduling, routing, record and obtaining patient information could result in inefficient use of the clinic's and health care provider's time, causing a loss of financial and personnel resources and inconvenience to patients.

SUPPORTIVE FUNCTIONS:

1. May require valid vehicle operator's license where needed to perform duties of the position.
2. Other skills and/or physical abilities required to perform duties of the position.
3. This position requires or will require prior to the completion of the probationary period: knowledge of basic personal computer terminology and operations, and the ability to use e-mail and the Internet.

WORKING CONDITIONS:

Mildly disagreeable working conditions involving possibly working with biological hazards. The job requires significant physical effort and involves carrying charts and medical equipment, assisting in ambulating and lifting patients and viewing a CRT screen more than 75% of the time.

The above job description is for informational purposes only and is not intended to be all inclusive or limiting as to specific duties.