

NEW HOPE CLINIC, INC
Job Description

Position Title: Medical Office Assistant
Full/Part-Time: Full-time
Location: Shallotte & Boiling Spring Lakes, NC
Reports to: Executive Director
Medical Supervision: Medical Director
Origination Date: 12/3/2018

Submit cover letter and CV to:

Sheila Roberts, Executive Director
New Hope Clinic
201 W. Boiling Spring Rd, Southport, NC 28461
clinic@newhopeclinicfree.org
Fax: (910) 845-5366

Position Summary:

The Medical Office Assistant works collaboratively with the Executive Director, clinical and administrative staff, and volunteer staff to provide administrative and clinical support to ensure the clinic functions smoothly and efficiently. The Medical Office Assistant performs clinical and non-clinical duties within the scope of expertise; following office policies, procedures and practices; with available resources. The successful candidate has excellent written and oral communication skills, phone etiquette, attention to detail and deadlines, computer skills, and a solid understanding of medical terminology and medical ethics.

Primary Job Duties:

Office Duties:

- Computer data entry.
- Scan and copy documents.
- Register and greet patients.
- Verify patient eligibility status.
- Schedule appointments and make appointment reminder calls.
- Data entry of statistics and codes.
- Assist with scheduling and training volunteer administrative and clinical staff.
- Serve as a clinical and administrative resource to Executive Director, Patient Care Coordinator, clinical staff and volunteers.
- Inventory and order clinical supplies.
- Respond to and send requests for medical records.
- Assist with data gathering, collection, and reporting as needed for clinic management, patient outcome monitoring, and grant applications and reports.
- Trouble-shoot computer, scanner, and copier problems.
- Interpret clinic policy and procedures for the patients.
- Maintain neat and tidy work areas and bathrooms throughout clinic hours.
- Assist with patient assistance program applications and prescriptions, and other programs and projects as assigned.
- **Other duties as assigned.**

Medical Assistant Duties:

- Assess and interview patients in preparation for medical office visits.
- Assist health providers with treatments and exams.
- Prepare and maintain complete and accurate charts, records and other documents; review material prepared by other staff for completeness and accuracy. Ensure all lab tests, clinical reports, and any other required documentation are filed appropriately in patient charts.
- Ensure exam rooms and clinical spaces have all necessary supplies, forms and documentation.
- Prepare hazardous waste boxes and sharps containers. Empty trash from treatment rooms and dispose of biohazard waste properly.
- Repair and maintain medical equipment.
- Perform in-office vital sign collection, patient history collection, CLIA waived testing and run controls/regulations.
- Perform phlebotomy, administer injections, and apply dressings.
- Transcription and scribing.
- Reconcile referrals/labs.
- Call patients with labs results and instructions as requested.
- Access the hospital electronic records for reports, and diagnostic results
- Triage patient calls and act upon them following office protocols
- Assist with medication refills
- Provide patient education materials and instruction
- Attend, participate in, and contribute to in-service education and staff training sessions to maintain and increase skills, and to train others.
- Open/Close clinic building as directed by Executive Director.
- Other duties as assigned.

QUALIFICATIONS, EXPERIENCE, EDUCATION**Minimum Qualifications:**

- Excellent computer skills
- Successful candidates will demonstrate good judgement, communication, customer service, and teamwork.
- Must have ability to complete required documentation and required follow-up.
- Must submit to and clear a Criminal Background check.

Preferred Qualifications:

- Graduate of an Associate degree program and passed the national CMA certification exam.
- Two years related experience in a clinic setting is recommended.
- Positive working experience with similar patient populations.
- CPR certification.
- Bi-Lingual Spanish/English.

Benefits include:

- Health, vision and dental insurance
- Annual CE and certification allowance
- SIMPLE IRA with employer contribution

KNOWLEDGE, SKILLS, ABILITIES

- Knowledge of state laws and regulations and scope of work; responsibilities, professional principles, procedures and techniques as applicable.
- Knowledge of standard medical record-keeping and HIPAA requirements.
- Knowledge of community resources for medical care, mental health care and social services.
- Knowledge of standard laboratory tests, x-rays, and basic diagnostic procedures.
- Knowledge of medications commonly used for a wide variety of medical conditions, and their effects, reactions and contraindications; proper handling and administration of medications, under supervision of healthcare provider.
- Knowledge and reporting requirements of child and adult abuse and neglect.
- Ability to effectively communicate with patients from various social, cultural, and economic and educational backgrounds.
- Ability to work cooperatively with other medical care providers, medical and non-medical staff and volunteers, and partner agency staff.
- Ability to recognize and respond to cases of mental illness, substance abuse, and adult/child abuse and neglect, and reporting requirements of child and adult abuse and neglect.
- Ability to gain cooperation of patients in the prescribed medical treatment plan.
- Ability to accurately obtain medical histories.
- Ability to work independently.
- Ability to recognize and take immediate action in emergency and immediate need medical cases.
- Ability to communicate clearly and concisely orally and in writing.
- Ability to work independently and apply sound judgment and department protocols.
- Understand and work in manner consistent with organization's mission and values.
- Ability to **maintain strict patient confidentiality**.

All qualified applicants will receive consideration for employment without regard to race, color, sex, national origin, sexual orientation, religion, age, disability, marital status, veteran's status or any other protected status under federal, state, and local law.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

Job Posting Date: 12/3/2018