****

**Coastal Medical Position Description**

**Company:** Coastal Medical, Inc.

**Title:** Medical Assistant

**Reports To:** Practice Manager

**Supervises:** None. Required to work collaboratively with others.

**Job Summary:** Assist physicians in providing high-quality patient care, while also exhibiting strong customer service skills to our patients and the overall practice.

**Essential Functions of the Position (***Illustrative Examples Included***)**

* Assists with direct patient care procedures and related tasks such as: vital signs, obtaining patient histories, verifying medication lists, lab tracking, document management, preparing charts and pre-visit planning
* Performs routine specialized procedures, such as EKGs, rapid strep, urine dips, spirometry, nebulizer treatments, etc.
* Administers injections including vaccines and medications
* Educates and advises patients on specified medical issues within established parameters
* Schedules, coordinates, and tracks STAT patient referrals and pre-authorizations
* Works quality reports to ensure gaps of care are closed and maintain consistent quality scores
* Maintains stock levels for medicines and medical supplies as needed
* Monitors and audits vaccine refrigeration temperature in line with Department of Health Regulations
* Practices safety, environmental and/or infection control methods
* Complies with OSHA and DOH standards
* Complies with federal and local confidentiality laws, including HIPAA, ensuring patient privacy
* Adheres to Coastal Medical guidelines for protecting patients’ demographic, clinical and financial information
* Provides superior customer service and outstanding patient care
* Attend meetings/workshops as they relate to current position and office workflows
* Performs other miscellaneous job-related duties as assigned

**Education and Experience**

* High School Diploma or equivalent
* Medical Assistant Certification or equivalent training/experience as acceptable to the Practice Manager
* At least one year of prior MA experience
* Familiarity using an Electronic Medical Record (EMR)
* Experience planting PPDs and giving injections

**Knowledge, Skills and Abilities**

* Ability to maintain quality, safety, and /or infection control standards
* Ability to perform standard clinical procedures according to established protocols
* Ability to show care and compassion when dealing with patients
* Knowledge of inventory management practices
* Ability to work as part of a team
* Professional appearance and demeanor
* Ability to use technology
* Ability to escalate issues to physicians/management when appropriate

**Physical Effort and Dexterity**

* Sit and stand for prolonged periods of time
* Work and move among all departments of Coastal Medical group
* Excellent hand/eye coordination
* Lift up to [15] pounds
* Manual dexterity to operate a personal computer or laptop as well as standard office machines and equipment as it pertains to one’s position

**Visual Acuity, Hearing and Speaking**

* Capability to transfer information from original source to paper, computer, telephone and in person

*\*This position description does not list all duties of the position. The employee may be asked by his or her supervisor, manager, or director to perform other duties. The employee will be evaluated in part based on the performance of the tasks contained herein.*

**Signatures**

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please Print)

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*August 2019*