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**Coastal Medical Position Description**

**Company:** Coastal Medical Physicians

**Title:** Medical Assistant

**Reports** **To:** Practice Manager

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

**Job** **Summary:** Assists clinicians in providing high-quality patient care, while exhibiting superb customer service skills to all 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
* Works quality reports to ensure gaps of care are closed and maintain consistent quality scores
* Performs routine specialized procedures and point of care testing, such as EKGs, urine dips, spirometry, nebulizer treatments, specimen collection, etc.
* Administers injections including vaccines and medications
* Educates and advises patients on specified medical issues under clinician guidance
* Monitors inventory of medical supplies, including vaccines and medications, and ensures they are not stored or used past the expiration date
* Monitors and audits vaccine refrigeration temperature in line with Department of Health Regulations
* Schedules, coordinates, and tracks STAT patient referrals and pre-authorizations
* Practices safety, environmental and/or infection control standards and complies with OSHA and DOH standards
* Complies with federal and local confidentiality laws, including HIPAA, ensuring patient privacy
* Adheres to Coastal Medical guidelines and policies for protecting patients’ demographic, clinical and financial information
* Attends meetings, workshops, and trainings as they relate to the position and office workflows
* Performs other 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
* Any combination of education and experience that is substantially equivalent is also acceptable

**Knowledge, Skills and Ability**

* 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
* Capacity to collaborate with colleagues and teammates as necessary to ensure quality work
* Ability to foster a cooperative work environment
* Ability to organize, prioritize and schedule work assignments
* Ability to multi-task and operate under pressure with the skills to think critically and problem solve
* Excellent interpersonal and communication skills (both verbal and written) with the capability to effectively communicate with employees, patients, providers, insurance companies, etc.
* Must be committed to providing superior customer service to all
* Must be flexible and receptive to change with the ability to learn quickly and retain new information
* Ability to use technology with proficiency in Microsoft Office applications such as: Outlook, Excel and Word
* Detail and process orientated with a focus on accuracy and efficiency
* Ability to escalate issues to physicians/management when appropriate
* Professional appearance and demeanor

**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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*February 2023*