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|  | HR & Staffing Manual Section  APPROVED: 12/20/2018 |

VOLUNTEER DESCRIPTION

TITLE: MEDICAL ASSISTANT VOLUNTEER

REPORTS TO: ASSISTANT CLINIC ADMINISTRATOR

STATUS: UNPAID VOLUNTEER

**POSITION SUMMARY**

The Medical Assistant volunteer performs administrative and clinical duties under the direction of the Assistant Clinic Administrator.

**QUALIFICATIONS:**

QUALIFICATIONS AND EXPERIENCE

1. Educational Requirements: Minimum of High School Diploma or Equivalent, Associate Degree or Medical Assistant classes completion.

**RESPONSIBILITIES:**

1. The Medical Assistant volunteer performs administrative duties under the direction of the Site Administrator. Administrative duties include scheduling appointments, maintaining medical records, registration processes, and coding information into Electronic Health Records for medical records and insurance purposes.
2. Registers and schedules new patients per Brighter Beginnings Family Health Center (BBFHC) practice
3. Schedules appointments and reminders
4. Collect co-pay and sliding fee schedule program assessments and enter charges into electronic records per BBFHC Policies and Procedures
5. Responsible for ensuring required demographic, financial, referral, and clinical and other admission data is collected, completed and communicated per BBFHC policies and procedures.
6. Provides secretarial and administrative support as needed.
7. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as allowed under the scope of the CMA policies and guidelines, and as directed by the MD, FNP, or RN. Tasks as assigned may include:
   * Record patients' medical history, vital statistics, or information such as test results in medical records.
   * Prepare treatment rooms for patient examinations, keeping the rooms neat and clean.
   * Interview patients to obtain medical information and measure their vital signs, weight, and height.
   * Show patients to examination rooms and prepare them for the physician.
   * Prepare and administer medications as directed by a physician.
   * Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.
   * Authorize drug refills and provide prescription information to pharmacies.
   * Explain treatment procedures, medications, diets, or physicians' instructions to patients.
   * Clean and sterilize instruments and dispose of contaminated supplies.
   * Perform routine laboratory tests and sample analyses.
8. Knowledge of and compliance with BBFHC Policies and Procedures, especially as related to patient care and tracking of appointments.
9. Generates reports as requested by Sr. Clinic Manager, CEO, or COO.
10. Completes other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

**SPECIAL ADA REQUIREMENTS**

Brighter Beginnings is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodation when necessary.

1. For the purposes of ADA, the “Responsibilities” and “Qualifications” are essential job functions.
2. Work is normally performed in a typical interior/office work environment, with typical office noise and other disruption.
3. Limited physical effort is required.
4. Both standing and sitting are required, with most of the job time spent sitting. Approximately three-quarters of the time is spent using a computer keyboard.
5. Various types of equipment/supplies are used to accomplish the job requirements and include, but are not limited to, pens, pencils, calculators, computer keyboards, telephone, printers, etc.