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|  | HR & Staffing Manual Section  APPROVED: 3/13/15  REVISED:03/17/2016  REVISED 01/29/2019 |

JOB DESCRIPTION

TITLE: MEDICAL/ OFFICE ASSISTANT (FULL-TIME)

LOCATION: HIRING IN BOTH RICHMOND AND ANTIOCH CLINIC

REPORTS TO: SITE ADMINISTRATOR

STATUS: NON- EXEMPT/TEMP

RATE: $17/HR

**POSITION SUMMARY**

The Medical/Office Assistant performs administrative and clinical duties under the direction of the Site Administrator.

**QUALIFICATIONS:**

JOB QUALIFICATIONS AND EXPERIENCE

1. Minimum of High School Diploma or Equivalent, Medical Assistant Associate Degree or Medical Assistant Certificate Required
2. Minimum of 1 to 3 years in a medical office setting
3. Skilled in Electronic Health Record patient visit scheduling and data entry, and in Microsoft Office, data entry and use of business email
4. AAMA State certification preferred
5. Knowledge of Electronic Health Record and filing records used for billing
6. Knowledge of insurance guidelines especially CCHP, Medicare and Medi-Cal
7. Ability to gain proficiency on additional computer programs required to perform the job.
8. Experience and understanding of billing process for private and public health insurance programs.
9. Good verbal and written communication skills, including spelling and English grammar with ability to understand and complete oral and written instruction.
10. Valid California Driver’s License, a good DMV record, transportation available to meet job requirements with vehicle insurance.
11. Physical examination which indicates that the employee is able to meet the physical requirements of the job including: Lifting, Walking, Stooping, Bending, and Twisting.
12. Valid BLS certification
13. Occasional evenings and weekends may be required
14. May be required to work at an alternative site
15. Ability to work as a team by communicating, collaborating and cooperating with team members
16. Bilingual (English- Spanish) highly preferred.

**RESPONSIBILITIES:**

1. The Medical/Office Assistant performs administrative duties under the direction of the Site Administrator, Medical Director, Medical Doctor (MD), Family Nurse Practitioner (FNP) or Registered Nurse (RN).
   * Administrative duties include scheduling appointments, insurance verification, maintaining medical records, registration processes, and coding information into Electronic Health Records for medical records and insurance purposes.
   * Registers and schedules new patients and follow up patients per Brighter Beginnings Family Health Center (BBFHC) practice
   * Assist with appointment confirmation calls reminders daily
   * Collect co-pay and self-pay assessments and enter charges into electronic records per BBFHC Policies and Procedures
   * Responsible for ensuring required demographic, financial, referral, and clinical and other admission data is collected, completed and communicated per BBFHC policies and procedures
   * Conduct Contra Costa CARES registration and other special insurance programs
   * Responsible for entering data for cash log and weekly deposits
   * Train newly hired MA’s and MA interns on clinic policy and procedures
   * Provides administrative support as needed to the Clinic Administrator
2. The Medical/Office Assistant performs clinical duties under the direction of the Site Administrator, Medical Director, Medical Doctor (MD), Family Nurse Practitioner (FNP) or Registered Nurse (RN).

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 MA policies and guidelines, and as directed by the MD, FNP, or RN.

Tasks as assigned may include:

* + Record patients' medical history, vital signs, weight, and height, 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.
  + Show patients to examination rooms and prepare them for the physician.
  + Escort / Chaperone male providers while caring for female and child patients.
  + Prepare and administer medications as directed by a provider.
  + Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.
  + Authorize drug refills and provide prescription information to pharmacies when authorized by a provider.
  + Explain treatment procedures, medications, diets, health education or physicians' instructions to patients per provider’s request.
  + Clean and sterilize instruments and dispose of contaminated supplies.
  + Perform routine laboratory tests, vaccinations, and injections.
  + Administer EKG’s, conduct vision and hearing screenings.

1. Knowledge of and compliance with BBFHC Policies and Procedures
2. Generates reports as requested by Medical Director, Site Administrator or CEO.
3. Completes other duties as assigned.
4. Provide translation service for providers and Spanish speaking patients.

**SUPERVISORY RESPONSIBILITES**

This position has no supervisory responsibilities.

**OTHER JOB REQUIREMENTS**

This job requires the passing of a background check, a negative TB test or clear chest x-ray (less than 1 year old), Physical Exam (less than 6 months old), provide updated vaccination records, Hepatitis B vaccination, annual flu vaccination, and maintain a current BLS card.

**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” essential job functions
2. Work is normally performed in a typical interior/office work environment, with typical office noise and other disruption.
3. Extended periods of standing and sitting are required
4. Various types of clinical equipment and office supplies are used to accomplish the job requirements
5. Required to drive to other work sites for meetings, conferences, etc.

I have read and understand the duties and responsibilities of the Medical/Office Assistant Full-Time.

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

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