Open Door Health Services
Job Description

Title: Pre-Registration Medical Assistant
Department: Medical Services
Reporting Relationship: Floor Supervisor
Authority: Medical Assistant externs, new MAs
Classification: Non-Exempt – full time

General Summary of Duties: Performs a variety of patient care activities to provide clinical support and assistance to physicians, nurse practitioners, and medical staff. Assures excellent health care for patients assigned to teams. Monitors and maintains compliance with all agency policies and procedures, including privacy of protected health information is required.

Typical Physical Demands: Requires full range of body motion including handling and lifting patients, manual and finger dexterity and hand-eye coordination. Must stand and walk for extensive periods of time. Occasionally lifts and carries up to 50 pounds. Requires corrected vision and hearing to normal range. Will require working flexible hours and working under stressful conditions with frequent exposure to communicable diseases and bodily fluids.

Typical Working Environment: Will be working in a clinical setting with frequent exposure to patients and the public.

Privacy Category: Functions in the Medical Level. Those areas included in the Privacy Category are listed under Specific Duties/Responsibilities.

Specific Duties/Responsibilities:
- Utilizes Open Door Health Services Core Values when interacting with patients, families and co-workers.
- Calls new patients explaining all information patients will need for first visit with Pre-Register Medical Assistant. Making patient aware the first visit is not with Provider as it is to gather information.
- Collaborates with new patient appointments meeting with them at least 3 days prior to appointment with Provider. Ensures consent signed for prior records from any other Health Care visits. Obtains orders for intake lab draws for base line labs.
- Assures copies of insurance cards and ID are obtained during intake.
- Obtains medication list that patient is on.
- Assists patient to lab for intake lab draw.
- Ensures all immunizations are up to date and lets Provider know of those needed.
- Ensures all patient charts have all information needed for first visit and schedules appointment with a Provider.
- Briefs the provider prior to the first visit for a detailed history.
- Greets the patient after check in and assist to exam room if needed.
- Prepares exam room for any procedure required if needed
- Assists provider with procedures as needed.
- Administers prescribed medications, immunizations and treatments as ordered.
- Obtains lab specimens as ordered.
- Sterilizes instruments as assigned.
- Ensures all necessary supplies are available for the clinic.
Ensures equipment is in good working order, reporting any issue to supervisor
Assists in making referrals, providing lab results to patients, obtains and gives any prescription refill requests to providers, and gives phone advice, etc
Completes prescription refills and Standing Orders as assigned
Performs audits, as assigned.
Keeps the examination rooms cleaned and stocked.
Other duties as assigned

Performance requirements (Knowledge, Skill, Ability):

- Specialized knowledge of management duties.
- Knowledge of organizational policies, regulations and procedures to administer patient care.
- Skill in identifying problems and making recommending solutions.
- Knowledge of examination, and diagnostic procedures.
- Knowledge of common safety hazards and precautions to maintain a safe work environment.
- Knowledge of basic keyboarding and computer.
- Skill in obtaining vital signs.
- Skill in maintaining records and recording test results.
- Skill in administering a variety of medications as prescribed by the provider.
- Skill in establishing and maintaining effective working relationships with patients, medical staff, co-workers and the public.
- Ability to react calmly in emergency situations.
- Skill in written and oral communications.
- Ability to maintain confidential information.

Special Requirements:

- Ability to prioritize work assignments, work independently, and perform duties efficiently.
- Skill in exercising initiative, listening, judgment, discretion and decision-making within the guidelines of the policies, procedures and standing orders of the clinic.
- Understanding of individual’s socio-economic status and life-style with respect for individual differences.
- Friendly outgoing personality.

Education: High school diploma or GED equivalent. Prefer graduation from an accredited medical assistant program.

Experience: 1-2 years work experience in health care in clinic/office setting preferred

Certificate/License: CPR and TB certifications.

The above job description has been explained to me and I understand the contents and responsibilities. I have received a copy of my job description.

Signature: __________________________ Date: ____________________

Reviewed: 02/15/2016