



JOB DESCRIPTION

Title: Medical Assistant

Status: non-exempt, benefits-eligible

Hours: 40 hours per week

Reports to: Clinic Operations Supervisor

OVERVIEW

Medical support staff for medical providers in a multi-disciplinary clinic serving the homeless and other marginalized populations. Work with integrated care team to provide patient care and perform administrative and laboratory duties in support of clinic and providers.

CLINICAL RESPONSIBILITIES:

- Assist assigned provider with medical examinations
- Maintain an environment conducive to patient comfort and confidentiality
- Prepare patient for examination
- Perform Rapid HIV OraQuick testing upon physician request, including HIV pre and post test counseling as required
- Perform venipuncture as needed.
- Answer and respond to phone calls from patients, labs, pharmacies, etc...
- Maintain and update patient information in electronic medical record
- Oversee the organization of clinic exam rooms, including cleaning and stocking supplies
- Provide patient information/instructions
- Notify providers of patient follow-ups.

LABORATORY

- Perform basic laboratory tests (HIV Rapid tests, finger-stick glucose, hemoglobin, urine pregnancy test, rapid strep, u/a etc)
- Assist in training and supervision of clinic support staff and volunteer clinical assistants
- Perform quality assurance tests on CLIA waived laboratory tests
- Maintenance of laboratory equipment and sterilization of lab equipment
- Collect and process laboratory specimens and prepare them for courier service
- Log and record lab work. Maintain accurate logbook
- Review all lab work before it is sent out to labs, organizing and maintaining existing lab forms, scanning and data entry of lab results, correction of lab reports improperly filed.
- Follow up on abnormal lab results

SUPPORT/ADMINISTRATIVE SERVICES

- Oversee medication scholarship application process for assigned patients
- Schedule imaging referrals including MRI, X-ray, and CT and assisting patient with financial assistance paperwork
- Facilitate relationship between providers and referral coordinators to assure proper patient referrals to other agencies and medical specialists.
- Communicate inventory and equipment needs to needs to staff assigned
- Inventory and ordering responsibilities as assigned by Clinic Operations Supervisor
- Assure proper storage and placement of medical supplies and equipment
- Assist in computer training or rotating medical residents and students
- Occasional faxing of laboratory reports or paperwork.

PROFESSIONAL BEHAVIOR

- Maintain an environment conducive to patient comfort and confidentiality.
- Engage in crisis intervention and patient or client advocacy.
- Supervise quality assurance for in-house lab work.
- Work together with other Clinic Coordinators as a team
- Other duties as assigned by Clinic Administrator or Manager

QUALIFICATIONS

- Must have or be able to obtain AAMA or CCMA certification.
- Excellent communication skills.
- Knowledge of infection control principles and practices
- Knowledge of HIPAA laws and patient rights
- Able to handle multiple tasks and crisis situations.
- Willingness and ability to learn quickly and adapt to a variety of situations
- Able to work with people from diverse ethnic, cultural, socioeconomic and sexual preference backgrounds.
- Able to work both independently and as a member of a team.

Signature

Date

Print Name