

UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES

POSITION DESCRIPTION

Position Title: Medical Assistant

Date Prepared: February 26, 2010

Department: Medicine Faculty Practice

FLSA Status: Full-time, Non-exempt
100% UCERA FTE

Position Reports To: Clinic Supervisor/Manager

Potential Occupational Exposure to Bloodborne Pathogens: Yes

UCERA is a non-profit organization established to further the mission and vision of the John A. Burns School of Medicine at the University of Hawaii. UCERA contributes to the goal of improving the health care status of the citizens of Hawaii and the Pacific by supporting education, research and clinical activities of the school, and by collaborating with hospitals, government agencies and other entities.

POSITION SUMMARY

Under minimal supervision, responsible for carrying out daily operations of the Department of Medicine's faculty practice clinics to include patient care duties, reception duties, laboratory testing and quality control, and assisting physicians with clerical activities and patient care.

ESSENTIAL JOB DUTIES AND FUNCTIONS

- Prepares, stocks and cleans exam rooms daily
- Rooms patients, take and record vital signs
- Assists physicians with patient care as directed, including retrieving supplies, medications, comforting patients and assisting during procedures.
- Organizes patient charts for physicians including verification of completion of information prior to patient visit (i.e., referral forms, procedure authorizations, laboratory results, ancillary testing, records from referring physicians)
- Enters data on flow sheets, into EMR, and other billing systems.
- Participates in data collection for outcome studies
- Completes lab order forms and obtains physician signatures, schedules laboratory testing as required.
- Responsible for aspects of physician office testing for CLIA waived testing. Collects specimens by finger stick procedure, performs quality assurance, performs tests, documents test results on daily log and in patient chart, reviews abnormal values with physicians, performs repeat testing as required.
- Monitors and documents refrigerator and room temperatures.
- Cleans, maintains equipment, handles and disposes of medical waste.
- Assures cleanliness and orderliness of reception and waiting rooms.
- Maintains and complies with patient confidentiality.
- Communicates with physicians and clinic staff any urgent issues or patient relations issues impacting clinic activity.

- Informs physician of patient requests and phone calls. Documents instructions in medical record and follows-up with patients as directed by physician.
- Receives and returns patient calls as required and communicates physician instructions as directed.
- Performs patient scheduling, registering, placing reminder phone-calls and following-up on patient no shows
- Checks and maintains inventory of supplies. Organizes medicine supply cabinet with special attention to expiration dates of medicines. Documents distributions of samples as required by state rules.
- Complies with all legal requirements and company policies.
- Performs reception duties as required.
- Performs other duties as assigned.

MINIMUM QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Requires excellent verbal, written and interpersonal communication skills
- Excellent organizational skills
- Accurately takes and transcribes messages and data.
- Knowledge of medical terminology
- Customer service skills
- Knowledge of medical information release procedures & laws
- CLIA regulations for waived tests
- OSHA regulations for bloodborne pathogens
- Patient Confidentiality laws (HIPAA)

Education/Training:

- High School Diploma or equivalent
- Certified Medical Assistant or equivalent education and experience
- CPR Certification

Experience:

- Medical assisting/office experience

Other qualifiers:

- Must be able to communicate with adolescents, adults, and elderly patients
- Participates as a team member
- Ability to maintain patient confidentiality at all times
- Sensitivity to culturally diverse patient population

DESIRABLE QUALIFICATION REQUIREMENTS

Skills/Knowledge:

- Understands patient confidentiality laws and medical information release procedures and laws.

Experience:

- Minimum of two years medical assisting/office experience preferred

EQUIPMENT USED

- Standard office equipment (phones, typewriter, computer, copier, fax, calculator)
- Computer system with the following software: IDX, eClinicalWorks, MS Office
- Various laboratory testing equipment

JOB CONDITIONS

- Normal working conditions, indoors, air-conditioned.
- Routinely works with blood with potential exposure to bloodborne pathogens.
- Usual hours are Monday-Friday, 8:00 a.m. to 5:00 p.m. Some Saturdays may be required. Hours may be flexed to accommodate clinic schedules.
- Duties may require extended hours.

MENTAL AND PHYSICAL DEMANDS

- Working with minimal supervision; attention to detail, accuracy and concentration.
- Ability to maintain calm composure while performing multiple tasks.
- Frequent sitting, standing, walking and bending
- Lifting up to 20 lbs.
- Pushing patients in wheel chair when needed and assisting patient on/off exam tables.

TERMS OF EMPLOYMENT

Position is located at UCERA. Continued employment subject to terms of employment, job performance and/or continued funding.

Employment is “at will” and can be terminated at any time, either by the employee or UCERA, with or without cause or reason and with or without notice.

ABOUT THE SALARY AND BENEFITS

UCERA offers a competitive package. Salary commensurate with education and experience. Benefits include 13 holidays per year, 100% employee coverage for health and dental, flexible spending plan, pension plan with 3% dollar-for-dollar company matching contributions, 2 weeks of paid vacation after 90 days of service, and 100% company paid group life insurance and employee assistance program.

INTERESTED APPLICANTS

Qualified applicants are encouraged to email a cover letter, resume, and salary requirements to jobs@ucera.org or fax at 808-536-7315.

UCERA is an Equal Opportunity Employer.

www.ucera.org