

MEDICAL ASSISTANT (MA)

ESSENTIAL JOB FUNCTIONS:

- Prepare patients for office visits including but not limited to: obtaining vitals, medical and medication history.
- Ability to perform laboratory skills including but not limited to: UA's, IM/SQ injections, and the correct processing of specimens being sent out to laboratories.
- Chart preparation including obtaining medical records for patients prior to an office visit.
- Ability to triage patient phone calls and following up to completion.
- Maintain patient confidentiality – HIPAA regulations

SUPPLEMENTAL JOB FUNCTIONS:

- Obtain prior authorizations for medications and scheduled procedures.
- Assist in front desk (clerical) duties
- Maintain, clean, prepare exam rooms and clinical laboratory area.

QUALIFICATION REQUIREMENTS:

- Professional, courteous, pleasant and confidential manner
- Punctual and reliable
- Exceptional patient service and telephone etiquette
- Ability to work in a team environment

EDUCATION and/or EXPERIENCE:

- High school graduate or equivalent
- Medical assistant certificate or degree
- Knowledge of medical terminology

LANGUAGE SKILLS:

- Fluent in English

REASONING ABILITY:

- Ability to communicate clearly with patients and physicians for resolutions to inquiries, concerns, problems or situations

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must have current valid Michigan driver's license.
- Must have valid automobile insurance and reliable transportation or alternative provisions.
- Medical Assistant Certificate

OTHER SKILLS AND ABILITIES:

- Maintains confidentiality of patient records.
- Basic computer skills are required

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Performs duties in office environment during organization's operating hours.
- Requires ability to handle stressful situations with calmness and courtesy at all times.