



MEDICAL ASSISTANT/FRONT DESK RECEPTIONIST

COMPANY OVERVIEW

Michigan Kidney Consultants (MKC), P.C. is Southeast Michigan's largest board-certified nephrology group. Our physicians and nurse practitioners are dedicated to providing the latest, most advanced diagnostics and treatments available for kidney disease and end-stage renal failure. MKC offers appointments in eight locations in greater Detroit, Michigan, including Troy, Royal Oak, Southfield, Novi, Pontiac, Clarkston, Rochester Hills and Sterling Heights.

All of our physicians are board certified in the sub-specialty of nephrology as well as internal medicine. A nephrologist is a physician who has been educated and trained in kidney disease, kidney transplantation, and dialysis therapy.

POSITION SUMMARY

The hybrid Medical Assistant (MA) and Front Desk Receptionist is a multifaceted and important part of our practice. The MA is responsible for compassionate patient care and customer service and will also have combined administrative duties at the front desk. This position is expected to have a hybrid role in taking vitals, conducting patient intake, updating charts and also perform scheduling duties, insurance verifications and collecting co-pays. This person will also be expected to answer phones and assist other coworkers with day to day tasks.

ESSENTIAL JOB DUTIES

- Prepare patients for office visits including but not limited to: obtaining vitals and 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
- Obtain prior authorizations for medications and scheduled procedures.
- Assist in front desk (clerical) duties



- Maintain, clean, prepare exam rooms and clinical laboratory area.

EDUCATION AND EXPERIENCE

- High school graduate or equivalent
- Medical assistant certificate or degree
- Knowledge of medical terminology
- Professional, courteous, pleasant and confidential manner
- Punctual and reliable
- Exceptional patient service and telephone etiquette
- Ability to communicate clearly with patients and physicians for resolutions to inquiries, concerns, problems or situations
- Ability to work in a team environment
- Basic computer skills are required with preferred knowledge of EPIC

LANGUAGE SKILLS

- Fluent in English

CERTIFICATES, LICENSES, REGISTRATIONS

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

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 calm and courtesy at all times.