



Medical Assistant

Wage/Salary Range	\$19.00-\$28.50/hr
FLSA Status	Non-exempt, HOURLY
Employment Status	Full-time, 36-40 hours per week
Probationary Period	12 months
Training Period	6 months
Primary Location(s)	Sacagawea Health Center St Helens
Secondary location(s)	Fill-in at other CHS locations (Rainier, Clatskanie, St. Helens) as needed
Supervisor	Back Office Lead

Position Description Summary

As a Medical Assistant you will be responsible for providing administrative/clinical support to ensure efficient operation of the medical office. You will support doctors and patients through a variety of tasks related to patient care management, organization and communication. The MA plays a vital role in the clinic team, and must be able to interact with team members on quality improvement processes, workflow implementations and capacity building/outreach efforts. The target is to complete all activities accurately, with high quality and in a timely manner.

The Medical Assistant is part of a team that provides care for Columbia Health Services's health center system. The CHS primary care system consists of 3 community/school based health centers and 2 additional school-based health centers. CHS health centers strive to provide comprehensive, whole-person care by maintaining School-based health centers and Patient-Centered Primary Care Home Standards.

The ideal candidate will have pediatric experience and experience with electronic health records; CHS uses OCHIN Epic. This candidate will also possess flexibility and effective communication skills.

CHS offers medical, dental insurance, generous employer-match 401K program, 11 paid holidays, and generous paid time off benefits package.



Job Duties

Laboratory and Immunizations

- Assess individual student immunization data; give immunizations; record information in electronic medical records and order new vaccines
- Serve as Immunization Support; monitoring vaccine temperature, expiration, tracking and other requirements as required by the Oregon Health Authority Immunization Department
- Perform laboratory procedures such as urinalysis and strep cultures and other POCT.
- Laboratory QA checklists are completed monthly
- Fewer than two expired items found during clinical audits
- Lab controls completed and logged per package insert protocol

Preparing patients for exams

- Obtain vital signs and prepare patients for exams;
- Document medical information in the patient records and file test results
- Perform basic office operations
- Communicate with provider after rooming patient regarding vitals and discussion around the main reason for the visit
- Perform clinical procedures within scope and practice of training and certification
- Under the direction of the primary care provider, administer medications, including oral, topical and injections.
- Documentation shall be kept in electronic system and be legible
- Rooming established patients should take 10 minutes or less (measured by random audits)
- Rooming new patients should take 15 minutes or less (measured by random audits)
- Response to patient requests must be timely (within 24 hours/1 business days), measured through chart review
- Shall not have more than one actionable complaint per year

Physical Requirements May Include:

In an eight-hour day the employee may:	Employee may use hands for repetitive:	Employee may need to occasionally:
Stand/ Walk 1 - 4 hours	Single grasping	Bend/Squat
Sit 5 – 8 hours	Pushing and pulling	Climb Stairs and ladders
Drive 1–3 hours	Fine manipulation	Lift up to 30lbs.

Minimum Education Level Required	High School diploma required. Graduate of an accredited Medical Assistant program or other licensure required Receive and maintain valid CPR/First Aid Certification. Access to reliable transportation
Minimum experience level required	Prior job related experience in the healthcare field, particularly primary care, preferred.
Amount of supervision received by the employee	Medical supervision is provided on-site at all times by the provider (Nurse Practitioner or Physician). Personnel/HR supervision is provided by phone and in-person by the Back Office Lead.
Analytical skill required	Employees will need to use training and best judgment to make practice-level decisions within scope of license.
Level and budget volume of financial responsibility/accountability	Financial responsibility is limited to collection of patient payments and donations, and reconciliation of payments at the end of each day.
Impact of actions carried by this position	Medical Assistant is the first point of contact to all patients and most community partners. First impression is critical to the retention of patients and therefore the success of the clinic.
Diversity and complexity of the supervision exercised	No supervision responsibilities
Scope of the human resources impact of this position	No HR responsibilities
Level and Nature of internal contacts	Teamwork is expected amongst coworkers, with communication in-person, by phone and by email.
Level and Nature of external contacts	External contacts include school personnel, parents and patients.

Expectations for all staff include:

- Ability to work well with internal and external people is essential
- Utilization of agency tools and resources to maximize efficiency is critical (Google calendars, online order requests, email lists, etc.)
- Shall uphold the code of ethics in every interaction
- Shall represent CHS professionally by being prepared, arriving on time, and communicating factual information
- Must pass all site reviews
- Take responsibility for requesting additional training needs immediately
- Expected to keep workspace functional, sanitary & presentable for others to use
- Attend monthly staff meetings and quarterly program meetings.
- Maintain strict confidentiality of all patient information at all times.
- Other duties as assigned.



COMPENSATION PHILOSOPHY STATEMENT Columbia Health Services seeks to recruit and retain highly qualified and motivated employees who will strive to support the agency's mission, vision and values. It is the goal of Columbia Health Services to provide a compensation structure that is fair, reasonable, transparent and consistent with compensation structures of comparable non-profit agencies with like positions of complexity and responsibility, while also providing a structure that will motivate, recognize and reward excellent performance. Our company makes reasonable accommodations for individuals with disabilities who are otherwise qualified to perform a job unless such accommodations would impose an undue business hardship. Please let us know if you need accommodation to participate in the application process. Columbia Health Services is an Equal Opportunity Employer, committed to building a culturally diverse workplace. As such, all qualified applicants are encouraged to apply and all will receive equal consideration without regard to race, color, religion, gender, national origin, or age.

Employee

Signature Date

Supervisor

Signature Date

Director

Signature Date