



Medical Assistant

Columbia Health Services is a service-focused non-profit organization dedicated to making Columbia County a healthier place. We recognize that achieving health is a lifelong process that is made possible through individual, group, organizational and systemic processes. CHS values employee wellness and balance and has personnel policies, procedures, practices and culture that support that value. In an effort to improve families' access to care for all of our programs, CHS is embarking on significant growth. We are eager to bring on additional team members with relevant skills and experiences, who have a heart for meaningful connection and relationship building.

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.

Compensation	\$19.00-28.50/hour
FLSA Status:	Hourly Non-exempt
Employment Status:	Full time
Introductory period:	12 months
Admin & Onboarding period:	5 days
Training period:	6 months
Primary Location:	St Helens
Supervisor:	Clinic Manager

CHS is a public service loan forgiveness eligible entity. CHS offers medical, dental insurance, generous employer-match 401K program, 12 paid holidays, and generous paid time off benefits package. Eligible for coverage 1st of the month after a 30 day waiting period, working an average of 20 hours or more per week.

Duties & Responsibilities

Laboratory and Immunizations

Tasks

- 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
- Perform successful blood draws
- Process lab specimens

Skills & Measures

- Laboratory QA checklists are completed monthly
- Lab controls completed and logged per package insert protocol
- Fewer than two expired items found during clinical audits

Preparing patients for exams

Tasks

- 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
- Collect height and weight at every encounter
- Documentation shall be kept in electronic system and be legible

Skills & Measures

- 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

Data Management

Tasks

- Ensure proper documentation is maintained pursuant to quality assurance guidelines
- Keep records and generating data needed
- Identify service billing codes for services provided and assist in billing process
- Use the computer systems to input ICD-10 and CPT codes for statistical purposes

Skills & Measures

- Fewer than 2 coding/billing errors per month

Reception

Tasks

- Answer telephones and schedule appointments
- Troubleshoot with patients regarding their questions or concerns
- Register patients and their families.

- Collect signatures and proper documents needed
- Prep and scrub charts for next clinical day

Skills and Measures

- Fewer than 2 registration errors per month (as monitored by Billing Specialist)
- Response to patient requests must be timely (within 24 hours/days)
- Cash reconciliation must be completed at least 95% of business days
- Must complete tasks within the predetermined deadline
- Documentation shall be kept in the electronic system and be legible
- Achieve and maintain patient satisfaction of 90% or higher for customer service at reception

Expectations for all staff include:

- Ability to work well with internal (coworkers, patients) and external (community partners) people is essential
- Utilization of organization 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, being engaged in the activity, and communicating factual information
- Participate in and prepare for all site reviews to ensure that each site maintains all necessary certifications and meets required standards
- Take responsibility for requesting additional training needs immediately
- Keep workspace functional, sanitary & presentable for others to use
- Attend monthly staff meetings and regular program meetings.
- Maintain strict confidentiality of all patient information at all times.
- Other duties as assigned.

Position Factors

<p>Minimum Education Level Required</p>	<p>High School diploma required.</p> <p>Graduate of an accredited Medical Assistant program or other licensure required</p> <p>Receive and maintain valid CPR/First Aid Certification</p>
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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 Clinic Manager.
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	NA
Scope of the human resources impact of this position	NA
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	High; External contacts include school personnel, parents and patients.

Employee Signature:

Supervisor Signature:

Date:

Date: