



This job description reflects the management's assignment of essential function; it does not prescribe or restrict the tasks that may be assigned.

Medical Assistant

REPORTS TO: Practice Manager

SUMMARY

Under minimal supervision the Medical Assistant will perform routine administrative and clinical tasks to help keep the office and clinic running efficiently and make decisions on services for patients by determining qualifications and assessing needs.

ESSENTIAL FUNCTIONS

- Cross trained to perform all department functions.
- Oversee quality controls of all data and processes.
- Process inbound telephone calls and emails to schedule patient appointments.
- Responsible for meeting expectations of organization vision, goals and plans.
- Greeting and providing a friendly environment for patients and non-patient visitors.
- Review patient files and asses' patients for the Prenatal Care Program
- Prenatal Care Screening – review initial medical paperwork, review requirements of program and obtain patient consent.
- Pull patient file, copy all previous ultrasound scans related to the pregnancy and establish EDC; Create the patient's prenatal care file for the first visit with the Provider.
- Answering phones, greeting patients, processing patient records and scheduling all appointments related to the patient's care.
- Discuss and assist the patient in obtaining insurance/Medicaid.
- Responsible for the laboratory process; ordering supplies, preparing lab values for review by the Provider/RN.
- Keep and update active patient spreadsheet and discharged/inactive/delivered patient spreadsheet.
- Upload images as needed for doctor's review and signature
- Send discharge letters via certified mail.
- Weigh patient and obtain BP and record vitals
- Responsible for quality control of the medical lab testing controls, supplies, cleaning and stocking the prenatal care rom with supplies between patients.
- Assist in formulating and implementing prenatal, intrapartum and postpartum care.
- Collaborate with colleagues and document in medical records and appropriate narrative summaries.
- Provide patient and family education materials/classes related to prenatal, intrapartum, postpartum and newborn care.
- Perform and participate in quality/performance improvement activities.
- Participate in and support accreditation, compliance and regulatory activities of the organization.
- Model professional conduct through appearance, communication, mutual respect, leadership, ethical decision-making, critical thinking and problem-solving skills.

- Demonstrate responsibility for professional practice through active participation in professional organizations and continuing education.
- Create & maintain patient files and manage patient database.
- Responsible for tracking and maintain patient activity reports.
- Participate in special projects as directed by management.
- Demonstrate an understanding and knowledge of HIPAA Privacy & Security regulatory policies and internal procedures concerning Protected Health Information (PHI) Use and Disclosure.
- All employees are expected to participate in fundraising and volunteer recruitment activities.

EDUCATION AND EXPERIENCE

- Associates degree in a medical field required.
- Licensure & Certification required by the American Association of Medical Assistants and maintain credentialing and licensing requirements set forth by WRMCSN and the state of Nevada.
- 1+ years of working in the healthcare field
- Minimum of 3 years' professional customer service experience.
- Ministry experience beneficial.

SKILLS & QUALIFICATIONS

- An active, growing personal relationship with Jesus Christ as Savior and Lord.
- Compassion for and commitment to providing abortion alternatives to women facing unplanned pregnancies and their unborn babies.
- Excellent customer service skills and awareness is expected for this role.
- Personal, professional and public integrity.
- Advanced in Microsoft Word & Excel
- Bilingual in Spanish preferred.
- Good punctuation, spelling, grammar and attention to detail are a must.
- Strong interpersonal skills essential.
- Ability to prioritize multiple tasks and complete each task with accuracy.
- Excellent time management and organizational skills.
- Ability to treat sensitive or confidential information with appropriate discretion.
- Ability to take initiative and assist with tasks that may be outside the normal job description, if needed.
- Must work as a team player.
- Ability to solve practical problems in a timely and professional manner.
- Ability to perform work that is varied and may be somewhat difficult in character.
- Community involvement a plus.
- Must have a valid driver's license and current insurance for light to moderate local travel.
- All employees are expected to participate in fundraising and volunteer recruitment activities.
- Must be willing to complete a background check.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk and stoop, kneel, crouch or crawl. The employee must lift and/or move weights not exceeding 25 pounds.

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. The noise level in the work environment is usually moderate.

FULL TIME / NON-EXEMPT

POSITION: Medical Assistant

DEPARTMENT: Program Department

REPORTS TO: Practice Manager

STATUS: Full Time/ Non-Exempt

COMPENSATION: Compensation commensurate with experience.

SCHEDULE: Monday through Friday/Saturday

HOURS: 9:00am to 6:00PM / 8:00AM to 5:00PM
