

# HERITAGE FAMILY MEDICINE

## Job Descriptions

**Job title:** Medical Assistant - **Receptionist emphasis**

**Reports to:** Managing Physician

### Summary

This position is responsible for routing all incoming mail and telephone calls appropriately, scheduling appointments, greeting patients, collecting payment, and streamlining patient visits. This position also requires the flexibility to cross-cover with the Medical Assistant – Clinical emphasis.

### Essential functions

**Receptionist activities** 75 percent of time

- Receives incoming telephone calls. Responds to requests for basic information. Determines calling patients' needs, and responds by scheduling appointments or directing calls to other staff or doctor(s). Determines needs of calling hospitals or consulting physicians, and directs calls to appropriate physicians.
- Schedules patient appointments. Determines reason for visit requests. Schedules needed appointments appropriately. Assists patients in determining whether an e-consult might meet their needs and supports their use of web-based appointment service as able.
- Receives and greets patients. Has new patients review and fill out appropriate policy documents and forms. Ensures completion of an Encounter Form for each patient, the assignment of a vibradisk and maintains the Encounter Forms in time-sequence lineup for clinical staff. Monitors waiting patients, and attempts to resolve delays. Collects payment at end of doctor's visit. Assures patients have everything required for departure (receipts, prescriptions, patient education instructions).
- Tracks patient demographic information. Asks patients to update information as required.
- Maintains patient chart files. Pulls charts for patient visits. Files charts after clinical staff have adequately completed them. Asks for clarification on charts that seem incomplete (this process is intended to be not on paper, but in a MS Word document format on a fully networked computer system).
- “Expands” the electronic medical record notations to full detailed wordings, per protocol, for physician review and signature, copying that record and other chart documentation, and completing a standardized billing form to provide patients, on request, the materials necessary to seek reimbursement from an insurance company.
- Orders goods, both clerical and clinical. Receives vendors, verifies and signs for deliveries, logs delivery and provides unloading instructions to delivery service.

- Sorts and distributes incoming mail. Processes outgoing mail. Sorts and distributes fax transmittals. Processes incoming and outgoing UPS, overnight mail service and courier service mail and packages.
- Works with off-site bookkeeper in providing financial data and maintaining appropriate audit trail.

**Other activities** 25 percent of time

Assists the Managing Physician with a variety of other duties as assigned.

Cross-covers with the Medical Assistant – Clinical emphasis as required by circumstances.—See that job description. May not, initially, possess all of those skills or attributes, but will seek opportunities to learn and become proficient in full scope of *both* positions.

*The above specified tasks may not be the only duties assigned. Employees will be required to carry out any other job-related instructions requested by their supervisor, subject to reasonable accommodations.*

**Activity and knowledge requirements**

**Work environment**

- Normal exposure to weather and temperature extremes.
- Normal amount of overtime or extended work hours required – often without advance notice.

**Physical effort**

- Normal physical mobility, which includes movement from place to place.
- Normal physical agility, which includes ability to maneuver body while in place.
- Normal physical strength to handle routine office materials and tools.
- Normal physical strength to handle 45-pound object, taking frequency into consideration.
- Normal dexterity of hands and fingers.
- Normal coordination, including eye-hand, hand-foot.
- Above average endurance.

**Knowledge requirements**

- High school diploma or GED equivalent.
- Minimum of six months medical office experience.
- Must have exceptional customer-service orientation.

- Must have strong team orientation.

**Mental effort**

- Normal concentration/intensity.
- Normal memory, taking into consideration the amount and type of information.
- Normal complexity of decision making.
- Normal to exceptional time pressure of decision making.

**Communication**

- Exceptional verbal communication.
- Normal written communication.
- Normal nonverbal communication.

**Sensory abilities**

- Normal ability to see, distinguish colors and hear.
- Normal sense of touch.

**Specific technical skills**

- Excellent typing.
- Comfortable with computerized and web-based data entry and retrieval.
- Proficient use of Microsoft Word, and familiar with Excel.
- Proficient in the use of normal office equipment (copier, fax, scanner, etc.)

## **Job title: Medical Assistant - Clinical emphasis**

**Reports to:** Managing Physician

### **Summary**

This position is responsible for smoothly routing and preparing patients in the provision of their medical care; for the stocking and maintenance of the examination rooms; for obtaining and processing laboratory and X-ray studies; and directly assists the physician(s) as necessary. This position also requires the flexibility to cross-cover with the Medical Assistant – Receptionist emphasis.

### **Essential functions**

**Clinical activities** 75 percent of time

- Regularly assesses the supply level in each examination room and in the Lab and X-ray areas. Maintains the order and cleanliness of those areas at all times.
- Reviews the appointment log throughout the day to assure the availability of the patient's chart (intended to be electronic) and after arrival, their completed Encounter Form.
- "Calls" each patient by their VibraDisk. Exercises good judgment in ordering patient flow for maximal efficiency of the physician and satisfaction of the patients.
- Obtains Vital Signs clarifies the data from the Encounter Form and enters data into the MS-Word based medical record.
- Assists patients as necessary with mobility, dressing/undressing, gowning, etc.
- Obtains specimens by solicitation of the patient (urine, saliva, stool) or by venipuncture or catheterization.
- Performs laboratory testing or specimen preparation at HFM or prepares specimens for transport elsewhere.
- Positions patient for and takes X-rays (Chest, Abdomen, Extremities). Develops and displays film for physician review. Logs, tracts, and insures return of films lent to others or sent out of HFM for consultative readings.
- Assists the physician in those procedures requiring female pelvic exam providing "chaperonage" at such times and at any other time requested by the physician or patient. This essential function requires that both Medical Assistants be of female gender.
- Remove sutures and fiberglass casts. Change dressings and catheters.
- As skill and experience permit, may place sutures or casts.
- Maintains drug and medication supplies for in office use, sale to patients, and samples as provided by manufacturers. Maintains narcotic log.
- Maintains clinical supplies for in office and patient sale.

- Receives vendors of clinical supplies. Coordinates opportunities for physician interaction with pharmaceutical representatives in ways not disruptive to patients.

**Other activities** 25 percent of time

Assists the Managing Physician with a variety of other duties as assigned.

Cross-covers with the Medical Assistant – Receptionist emphasis as required by circumstances.—See that job description. May not, initially, possess all of those skills or attributes, but will seek opportunities to learn and become proficient in full scope of *both* positions.

*The above specified tasks may not be the only duties assigned. Employees will be required to carry out any other job-related instructions requested by their supervisor, subject to reasonable accommodations.*

## **Activity and knowledge requirements**

### **Work environment**

- Normal exposure to weather and temperature extremes.
- Normal amount of overtime or extended work hours required – often without advance notice.

### **Physical effort**

- Normal physical mobility, which includes movement from place to place.
- Normal physical agility, which includes ability to maneuver body while in place.
- Normal physical strength to handle routine office materials and tools.
- Normal physical strength to handle 45-pound object, taking frequency into consideration.
- Normal physical strength to assist disabled patients to and from the examination area and onto the exam table (seeking additional assistance as required by good judgement).
- Normal dexterity of hands and fingers.
- Normal coordination, including eye-hand, hand-foot.
- Above average endurance.

### **Knowledge requirements**

- High school diploma or GED equivalent.
- Minimum of six months medical office experience.

- Must have exceptional customer-service orientation.
- Must have strong team orientation.

### **Mental effort**

- Normal concentration/intensity.
- Normal memory, taking into consideration the amount and type of information.
- Above average complexity of decision making.
- Normal to exceptional time pressure of decision making.

### **Communication**

- Above average verbal communication.
- Above average written communication.
- Normal nonverbal communication.

### **Sensory abilities**

- Normal ability to see, distinguish colors and hear.
- Normal sense of touch.

### **Specific technical skills**

- Excellent typing.
- Comfortable with computerized and web-based data entry and retrieval.
- Proficient use of Microsoft Word.