

Job Description
Specialists in Rehabilitation Medicine, P.C.

Job Title: Medical Assistant	FLSA Status: Non-exempt
Department: SIRM Medical	Review/Revision Date: 11/21/2012, 1/8/2013, 1/2/14, 1/2/15, 3/4/16, 9/27/18
OSHA Category A: This occupation does require tasks that involve exposure or potential for exposure to blood, blood-borne pathogens, or other potentially infectious material.	

General Summary: The Medical Assistant is responsible for supporting the Providers and staff of SIRM by, under general supervision, acting as an assistant to the physician or advanced practitioner. The MA registers and schedules patients, provides clerical support, typing and maintains records and files. Interacts with Office Staff regarding patient information and with clinical personnel regarding patient scheduling. May perform these duties at any of the 3 SIRM locations.

Principle Duties and Responsibilities:

1. Following OSHA requirements in handling specimens, maintaining sanitary work spaces, cleaning body fluid spills, disposal of needles, etc. (See specific instructions in OSHA notebook.)
2. Responsible for timely opening of the office in the morning, locking up & re-opening at lunch, closing and locking up at end of the day, including turning phones on and off based on site.
3. Greet patients upon arrival in a pleasant and professional manner. Collect or update all information i.e., all insurances, address and phone numbers.
4. Do all that is possible to make a patient's waiting time as short as possible and keep the patient flow as smooth as possible. Check on patient's if the wait time is exceeding 10-15 minutes.
5. Be professional in appearance and manner, adhering to the dress code. Be friendly, helpful and cooperative with patients and co-workers. Make patients feel at ease. If a patient becomes upset and you are unable to calm them, politely refer them to the Office Manager or one of the doctors.
6. Answer phones and make appointments or take thorough and accurate messages that are delivered promptly to the appropriate person.
7. Accurate and timely preparation for next day patients, verification of insurances for appointment 2 days out, and confirmation phone calls of appointment for the next business day.
8. Rooming patients: Taking and/or updating complete patient history including patient vital signs and EHR requirements, including but not limited to MIPS/QPP measures.
9. Assist the doctor when requested, i.e. drawing up injections, removing acupuncture needles, applying pressure after injections etc.
10. Maintain testing/consult logs with timely follow-up to obtain the results.
11. Check patient out: schedule follow-up, collect necessary payments or set up payment plans, give patient any copies of testing requests or prescribed samples, providing clear guidelines and instructions for the patient for anything ordered by the patients.
12. Process in-office dispensing of non-scheduled drugs for worker's comp, auto, and cash pay patients when indicated.
13. Contact patients regarding missed appointments, as appropriate
14. Following through on the doctors' orders on patients such as filling out order forms for various diagnostic testing, physical therapy, electronically submitting prescriptions, handling phone messages per doctor's request, etc.
15. Submitting via e-prescribe and/or calling in medications per physician's orders

16. Ensuring proper setup and inventory is maintained of equipment and rooms. Keep equipment properly cleaned and maintained.
17. Filing charts for hospital/SNF patients and regular patients and loose leaf paper for hospital/SNF patients
18. Process medical records requests in a timely manner.
19. Demonstrates and actively promotes an understanding and commitment to the Employee Handbook including Compliance, Commitment to My Co-Workers, Standards of Conduct and Code of Ethics.
20. All other duties and assignments as required.

Vocational Training and Competencies Required:

1. High school diploma with a business emphasis or subsequent equivalent training.
2. Six months of experience in a medical office preferred.
3. Must have basic computer skills.
4. Knowledge of medical terminology and coding, especially rehabilitation, preferred.
5. Cognitive and Affective Competencies:
 - Ability to utilize excellent verbal and written communication skills in order to address and interact effectively and courteously with external and internal customers, including senior management and various other individuals
 - Ability to follow written and verbal instructions
 - Ability to organize and prioritize daily workload
 - Ability to coordinate, compile and compare data
 - Ability to negotiate, instruct, and help people
 - Ability to operate system-based software applications, hospital preferred
 - Ability to concentrate despite interruptions and pay close attention to detail
 - Active listening
 - Perform all tasks in a timely manner with a high level of accuracy.

This position requires the ability to identify age related differences within the persons served and the adjustment of treatment style and expectations as appropriate, including adjustments based on the person's served cognitive function and learning ability. This will include taking into account their religious and cultural needs and preferences.

Disclaimer:

The above statements are intended to describe the general nature of job duties and responsibilities typically assigned, identify the essential functions, and list the requirements of this job. They are not intended to be an exhaustive list of all supplemental duties, responsibilities, or non-essential requirements; nor should this document limit the supervisor's right to modify assignments as necessary. This document does not create a contract for employment.

Reporting Relationships:	
This position reports to:	SIRM Medical Assistant Coordinator, MA Leads
There is a close working relationship with:	All SIRM staff
Jobs reporting to this position:	None

Working Condition and Related Factors

Position: Medical Assistant
Indicate the Frequency for Essential Job Functions: O=Occasionally (less than 3 hours); F=Frequent (3-5 hours); C=Constant (all shift) N/A=Not Applicable
Indicate only the highest level of activity that occurs on a daily basis

1. Physical Activities		2. Weight				3. Visual Activity		4. Other		
			Lifting	Carrying	Push/Pull					
Balancing	O	0-5 pounds	O	O	O	Near vision	C	Distinguish Sounds	F	
Bending	O	6-10 pounds	O	O	O	Far vision	F	Hear speech	F	
Climbing	O	11-20 pounds	O	O	O	Depth perception	F	Distinguish hot & cold	O	
Crawling	N/A	21-25 pounds	O	O	O	Color vision	F	Distinguish range of temps	O	
Crouching	O	26-50 pounds	O	O	O			Distinguish surfaces	O	
Kneeling	O	51-75 pounds	O	N/A	O			Fine motor skills	C	
Standing	F	76-100 pounds	O	N/A	O			Manual dexterity	C	
Stooping	O	Over 100 pounds	O	N/A	O			Exposure to weather elements	O	
Walking	O							Noise intensity	O	
Sitting	F							Exposure to extreme heat	O	
Twisting	O							Exposure to extreme cold	O	
Turning	O							Exposure to Latex	O	
								Detect/Distinguish odors	O	
								Distinguish flavors	O	
5. Personal Protective Equipment			6. Hazardous/Adverse Conditions			7. Equipment Used				
Gloves			Exposure to marked changes in temperature and humidity			N/A		EMG Machine, exam table, Office Equipment, Computer, Acupuncture Stimulation Unit, Washing Machine, Dryer, Telephone		
Mask			Exposure to chemical/biological/mechanical/electrical hazards			O				
Gown			Exposure to vapor, fumes, gases, poor ventilation, caustic agents & adhesives, etc.			O				
Eye Protection			Exposure to radiation			N/A				
Approval:										
Signature:					Title: Office Manager					
Printed Name: Kira Griffin					Date: 3/4/16					
Approval:										

Signature:	Title: Physician Practice Partner
Printed Name: Brian Roth, MD	Date: 12/31/2012

Employee Signature

Date