

ORTHOPEDICS NORTHWEST, PC
JOB DESCRIPTION

JOB TITLE: Medical Support Staff

RESPONSIBLE TO: Clinic Administrator

POSITION SUMMARY: The medical assistant is responsible for the continuity of patient care in an outpatient setting. Provides direct patient care in a confidential, cooperative manner and functions as part of the clinic's medical support team. Acts as a liaison between the patient, physician, physician assistant and other clinic personnel.

ESSENTIAL FUNCTIONS:

1. Assist providers and staff in providing efficient, timely, and appropriate care.
2. Escort patients promptly to and from exam rooms according to the appointment schedule and prioritized need. Obtain patient vitals and prepares patient appropriately for provider's visit.
3. Ensures that current lab reports, x-rays, and other information are in the patient's electronic medical records at time of patient's visit. Call facility for report if necessary.
4. Coordinate and monitor daily schedules for physician including office schedule, O.R., call schedules, vacation coverage, patient rescheduling etc.
5. Assist providers in seeing that all correspondence and medical record information is kept current and timely.
6. Advise and prepare patients for procedures and assist providers with procedures as requested within your training and capabilities.
7. Schedule outpatient procedures and/or appointments requesting the necessary authorizations.
8. Provide for patient education, exercises and physical therapy and prescriptions at direction of the provider. Reinforce provider's instructions to patient.
9. Handle patient and provider calls appropriately and call back as necessary utilizing providers' protocols. (This includes advising prescription refills as per providers' directive.) Calls, which the Medical Assistant is unqualified to handle, refer to physician or physician assistant. Document all calls in the patient electronic medical record per clinic policy.
10. Triage patient phone calls with documentation in the electronic medical record.
11. Assist in STAT scheduling diagnostic tests and surgeries for patients.
12. Assist with authorization for urgent surgeries and schedule appropriately.
13. Assist in the preparation of instruments or procedures as indicated by the provider (injections, removal of staples, stitches, change dressings, wound care, aspirations, injections, ultrasound etc.).
14. Responsible for keeping the clinic area and exam rooms cleaned, sanitized, stocked and orderly.
15. Document patient telephone calls, prescriptions and messages in patient's electronic medical record/computer.
16. Prepare surgery films, reports etc for next day surgery.
17. Complete preop, physical therapy reports, disability forms, workers comp forms, leave and other patient related forms.
18. Cross-train with all medical assistant and providers.

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19. Check voice mail frequently and return calls same day or unless received after 4:30 pm, then return calls next day.
20. Attend on-going education classes and programs to maintain and enhance professional competency and certification.
21. Follows OSHA guidelines including Bloodborne pathogen guidelines and takes other necessary precautions to assure patient and employee safety.
22. Maintains a safe and clean environment by cleaning work areas daily, disinfecting counters, discarding hazardous materials appropriately, cleaning up spills, and all other duties necessary to sustain an appropriate work area.
23. Maintain patient confidentiality.
24. As a job requirement, it is essential that you are able to comply with Orthopedics Northwest's policies, including without limitation, those regarding confidentiality of clinic and patient information; its Smoke Free Workplace policy prohibiting smoking on the property and requiring smoking employees to be free of tobacco odor on their clothes or person; and, its anti-harassment policy.
25. Other duties as assigned.

Access to Protected Health Information (required by HIPAA)

1. Limited access (defined as permission to read or fully review all information contained in the designated record set) to the following PHI is allowed in order to accomplish the job duties: patient demographic information, forms signed by patients, patient account balances, letters from patients or health plans, insurance information and fee tickets.
2. Limited permission to transfer, transport, copy or file information is granted for the following designated record sets: complete office medical record, dictated office chart notes, hospital chart notes and diagnostic test reports.

Duties and responsibilities may be added, deleted or changed at any time at the discretion of management, formally or informally, either orally or in writing.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Graduation from high school or GED
2. Successful completion of accredited Medical Assistant program with current certification/license and or a certification from a medical program
3. Current/valid CPR certificate
4. One year related experience preferred in a clinic setting
5. Experience in the specialty area preferred
6. Computer skills preferred
7. Ability to communicate and work well with other people
8. Good organizational skills and flexibility
9. Reliable attendance
10. Ability to perform the essential job functions.