

# UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES

## POSITION DESCRIPTION

**Position Title: Medical Assistant - Rover**

**Date Prepared: 8/7/08**

**Department: OBGYN**

**FLSA Status: Full-time, Non-exempt  
1.0 UCERA FTE**

**Position Reports To: Assistant Clinical Operations Manager**

**Potential Occupational Exposure to Bloodborne Pathogens: Yes**

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UCERA is a non-profit organization established to further the mission and vision of the John A. Burns School of Medicine at the University of Hawaii. UCERA contributes to the goal of improving the health care status of the citizens of Hawaii and the Pacific by supporting education, research and clinical activities of the school, and by collaborating with hospitals, government agencies and other entities.

### POSITION SUMMARY

Under minimal supervision, responsible for carrying out daily operations of the University Specialty Clinics to include patient care duties, reception duties, laboratory testing and quality control, and assisting physicians with clerical activities and patient care. The Rover is expected to provide coverage for front desk and back office as needed for all faculty practice locations.

### ESSENTIAL JOB DUTIES AND FUNCTIONS

- Prepares, stocks and cleans exam rooms
- Room patients and take vital signs
- Assist physicians' inpatient care as directed, including retrieving supplies, medications, comforting patients and assisting during procedures.
- Organizes patient charts for physicians including verification of completion of information prior to patient visit (i.e., referral forms, procedure authorizations, laboratory results, ancillary testing, records from referring physicians)
- Inputs data on flow sheets
- Participates in data collection for outcome studies
- Completes lab order forms and obtains physician signatures, schedules laboratory testing as required.
- Responsible for all aspects of physician office testing for CLIA waived testing. Collects specimens by finger stick procedure, performs quality assurance, performs tests, documents test results on daily log and in patient chart, reviews abnormal values with physicians, performs repeat testing as required. Monitors refrigerator and room temperatures. Meets with CLIA Laboratory Director weekly or as required, to review quality assurance and quality control documentation. Cleans laboratory, maintains equipment, handles and disposes of medical waste.
- Complete laboratory charge voucher for all office performed testing and gives to billing staff for data entry
- Maintains patient confidentiality

- Communicates with physicians and clinic staff any urgent issues or patient relations issues impacting clinic activity.
- Informs physician of patient requests and phone calls. Documents instructions in medical record and follows-up with patients as directed by physician.
- Receives and returns patient calls as required and communicates physician instructions as directed.
- Performs follow-up on patient no shows
- Checks and maintains inventory of supplies. Has prime responsibility for ordering medical and laboratory supplies.
- Organizes medicine supply cabinet with special attention to expiration dates of medicines. Documents distributions of samples as required by state rules.
- Cover reception duties as required. Including:
- Greets and receives patients including: obtaining Information release authorization form from patients and accurate insurance and demographic information from patients as required.
  - Answers phones
  - Takes messages and assures prompt delivery of messages
  - Schedules Patients
  - Calls patients to remind them of appointments
  - Pulls charts for daily schedule and files charts.
- Maintains safety equipment and supplies. Assists with medical students scheduled with participating physician
- Assists with office clerical functions including correspondence, check requests, xeroxing, faxing, filing, typing, and ordering as assigned.
- Runs errands, picks up supplies & deliveries
- Provides relief staffing for vacation and sick call for current faculty practice sites.
- Complies with all legal requirements and company policies.
- Performs other duties as assigned.

## **MINIMUM QUALIFICATION REQUIREMENTS**

### Skills/Knowledge:

- Requires excellent verbal, written and interpersonal communication skills
- Excellent organizational skills
- Accurately takes and transcribes messages and data.
- Knowledge of medical terminology
- Customer service skills
- Knowledge of medical information release procedures & laws
- Clia regulations for waived tests
- OSHA regulations for bloodborne pathogens
- Patient Confidentiality laws

### Education/Training:

- High School Diploma or equivalent
- Certified Medical Assistant or equivalent education and experience
- CPR Certification

### Experience:

- Medical assisting/office experience

### Other qualifiers:

- Must be able to communicate with adolescents, adults, and elderly patients
- Participates as a team member
- Ability to maintain patient confidentiality at all times
- Sensitivity to culturally diverse patient population

## **DESIRABLE QUALIFICATION REQUIREMENTS**

### Skills/Knowledge:

- Understands patient confidentiality laws and medical information release procedures and laws.

### Experience:

- Minimum of 1-2 years of medical assisting experience in an OB/GYN office
- Minimum of 3 years medical assisting/office experience preferred

## **JOB CONDITIONS**

- Normal working conditions, indoors, air-conditioned.
- Routinely works with blood with potential exposure to bloodborne pathogens.
- Usual hours are Monday-Friday, 8:00 a.m. to 5:00 p.m. Hours may be flexed to accommodate clinic schedules and duties may require extended hours.
- Duties may require extended hours.

## **EQUIPMENT USED**

- Standard office equipment (phones, typewriter, computer)
- Computer system with the following software: IDX and ChartLogic
- Waivered laboratory testing equipment

## **MENTAL AND PHYSICAL DEMANDS**

- Working with minimal supervision; attention to detail, accuracy and concentration.
- Ability to maintain calm composure while performing multiple tasks.
- Frequent sitting, standing, walking and bending
- Lifting up to 20 lbs.
- Pushing patients in wheel chair when needed and assisting patient on/off exam tables.

## **TERMS OF EMPLOYMENT**

Position is located throughout our 7 obstetrical/gynecological offices (Kapiolani, suites 800, 801 and 990, Queen's Physician Office Building 3, suite 610, Queen's Physician Office 2, suite 801, Waipahu, and PATH clinic, and is available immediately, subject to terms of employment, job performance and/or continued funding.

Employment is "at will" and can be terminated at any time, either by the employee or UCERA, with or without cause or reason and with or without notice.

## **ABOUT THE SALARY AND BENEFITS**

UCERA offers a competitive package. Salary commensurate with education and experience. Benefits include 8 paid holidays per year, 100% employee coverage for health and dental, flexible spending plan, pension plan with 3% dollar-for-dollar company matching contributions, generous PTO plan that increases with years of service, and 100% company paid group Life/AD&D/LTD insurance and employee assistance program.

## **INTERESTED APPLICANTS**

Qualified applicants are encouraged to email a cover letter, resume, and salary requirements to [jobs@ucera.org](mailto:jobs@ucera.org) or fax at 808-536-7315.

*UCERA is an Equal Opportunity Employer.*

[www.ucera.org](http://www.ucera.org)