

UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES

POSITION DESCRIPTION

Position Title: Medical Assistant/Receptionist

Date Prepared: 08/29/08

Department: Native Hawaiian Health

FLSA Status: On-Call, Non-exempt

Position Reports To: Physician in the Clinic

Potential Occupational Exposure to Bloodborne Pathogens: Yes

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.

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.
 - Assures cleanliness and orderliness of reception and waiting rooms
 - Obtains Information release authorization form from patients
 - Obtains accurate insurance and demographic information from patients
 - Assists with and/or registers patients in the Medic Computer system
 - Answers phones
 - Takes messages and assures prompt delivery of messages
 - Schedules Patients for all Clinic locations (manually or in Medic APS)
 - Calls patients to remind them of appointments
 - Schedules Patients for ancillary procedures as required
 - Coordinates physician schedules for patient appointments
 - Maintains patient confidentiality
 - Process patient referrals
 - Completes consult request forms for new patients
 - Coordinates & assists with transcription process including mailing of reports to referring physicians
 - Assembles patient medical record chart and files records/forms in chart.
 - Pulls charts for daily schedule and files charts.
 - Communicates with physicians and clinic staff any urgent issues, patient relations issues impacting clinic activity.
 - Informs physicians of no-shows and documents in medical record as instructed by physician.
 - Confirms medical student schedules with participating physician
 - Handles/processes clinic mail
 - Assists with office clerical functions including correspondence, check requests, orders.
 - Maintains appropriate inventory levels of forms and supplies used in the reception area.
 - Assists staff members with xeroxing, filing, typing, and ordering as assigned.
- Maintains safety equipment and supplies. Assists with medical students scheduled with participating physician
- Complies with all legal requirement and company policies
- Performs other duties as assigned.

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.

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.

Education/Training:

Experience:

- Minimum of three years medical assisting/office experience preferred

Other qualifiers:

TERMS OF EMPLOYMENT

Position is located in our Native Hawaiian Health Lau Ola Clinic and is available immediately. Continued employment 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.

INTERESTED APPLICANTS

Qualified applicants are required to email a cover letter, resume, salary requirements, employment application and verification consent form to jobs@ucera.org or fax at 808-536-7316.

UCERA is an Equal Opportunity Employer.

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