



Position Type: Full Time

Job Shift: Day

Position Summary: The Medical Assistant is accountable for the delivery of quality care to patients within the scope of practice defined by Heart of Florida Health Center and Florida Board of Nursing.

Essential Functions:

- Prepares pre-visit planning. Reviews referrals and disease processes for upcoming patients. Checks to see if labs are needed. Reminds patients to obtain lab results and reschedules as appropriate
- Complete all tasks as outlined in EMR.
- Prepares examination and treatment room prior to and subsequent to provider examination.
- Maintains equipment and supplies in exam room.
- Performs and records vital signs accurately.
- Performs peak flow, hemoglobin, urine dipstick, accucheck, pulse oximeter and visual acuity as indicated during triage.
- Documents all required notes, including patient history completely and timely.
- Interviews and records medical history for new patient.
- Performs phlebotomy/lab tests according to lab policy and procedure.
- Enters lab requests into computer, ensures that results are received in a timely manner.
- Performs testing/procedures per provider orders such as EKGs, ear irrigation, dressings, ace wraps, nebulizer treatments.
- Maintains quality and aseptic techniques using standard policies and procedures.
- Performs quality control tests per established protocol.
- Washes and prepares instruments for sterilization.
- Orders Drug Assistance medications; maintains applications.
- Follows OSHA and infection control policies and procedures.
- Documents triage tests on Superbill and enters into computer. Documents testing done in office in EMR for proper billing.
- Enters laboratory requisitions and pap tests accurately. Maintain log of waived tests.
- Contacts patients to provide report on completed tests.
- Documents disclosures of protected health information.
- Greets patients and visitors in a friendly, professional manner.
- Participates in care team huddles daily for efficient communication among the teams.
- Maps lab results through Document Import to appropriate orders for provider review.
- Obtains outside records for provider review.
- Assists providers during procedures/exams as necessary.
- Checks and responds to messages through patient portal daily.
- Understands that our patients are our priority and maintains a respectful, pleasant and polite demeanor at all times. .

- Resolves patient issues – notifies appropriate supervisor if unresolved.
- Performs routine housekeeping chores to include daily cleaning of countertops, scales, and furniture in exam rooms.
- Documents referrals, including updates, in Referral Management.
- Fax referrals, receive and process faxes from labs and other test results.
- Maintains understanding of established eligibility guidelines.
- Copies and transmits We Care referrals.
- Copies Medical Records per requests.
- Utilizes resources in a cost-effective manner and charges supplies correctly.
- Places and returns calls as requested by Provider in a timely manner.
- Demonstrates priority setting and organizational skills.
- Exhibits punctuality and dependability in attendance and work habits.
- Notifies provider of test results outside of normal parameters.

Knowledge, Skills and Abilities

Electronic Medical Record (EMR) experience

Excellent verbal communication

Professional and customer-focused demeanor

Ability to work with others in a spirit of teamwork and cooperation.

Education:

High School Diploma, Associate's Degree preferred

State of Florida MA/ CNA Certification

Bilingual Preferred

Experience:

One year of medical office, clinic or hospital experience preferred.