



## VALLEY HEALTH TEAM

LIVE BETTER. VIVE MEJOR.

### JOB DESCRIPTION

POSITION:	MEDICAL ASSISTANT
REPORTS TO:	HEALTH CENTER MANAGER
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	PART-TIME
	NON-EXEMPT

### **BASIC FUNCTIONS:**

Under the direct supervision of the Health Center Manager, the Medical Assistant (MA) performs a wide variety of duties and responsibilities in a manner that places emphasis on quality of care and customer service. The MA must work collaboratively with all clinical services staff in support of direct patient services, exhibiting flexibility, and a “can-do” attitude. Patient services are the key priority in this position requiring the medical assistant to serve as a point of contact with other internal and external departments, all with the goal of fostering an environment which promotes patient comfort and trust.

### **DUTIES AND RESPONSIBILITIES:**

1. Prepare for patient appointments by reviewing and updating patient records prior to appointment which includes: checking for updates of recent test results, lab results and correspondence; also review patient record (EHR) to determine needed services and whether referrals are in process or have been completed since last visit.
2. Maintain exam rooms according to protocols; clean rooms between patient exams to ensure patients’ comfort and compliance with infection control standards.
3. Ensure all necessary supplies are stocked; promptly report when supplies are low and works with nursing staff to ensure timely reordering is completed.
4. Appropriately prepare patient for visit and alert physician when patient is ready to be seen; if provider is unavailable, the MA will keep the patient updated on the status of their appointment and when necessary assist the patient in rescheduling or scheduling follow-up.
5. Instruct patient as to general clinic policies, patients’ rights and responsibilities as needed.
6. Provide initial medical screening: greet patient and direct to appropriate exam room; take vitals and basic medical history – accurately document in medical chart according to generally accepted medical standards.
7. Assist medical provider(s) or nursing staff upon request during examination of patient and according to generally accepted medical standards.
8. Facilitate communication between the provider(s) and patient as needed, including translation as appropriate.
9. Utilize time in a constructive and efficient manner by assisting in such duties as restocking rooms/shelves/trays, checking supplies and ensuring that all areas such as exams rooms are clean and orderly.
10. Perform general clerical duties in support of patient services according to the needs of the clinic and as directed by the Director of Nursing, provider(s) and nursing staff; these include, but are not limited to answering phones, photocopies, faxing, typing, completing forms, etc.
11. Work with patient scheduling system to assist Front Office staff with orderly and efficient patient flow.
12. Maintain nurses’ station, according to protocols; performs routine quality check of equipment and promptly reports damaged or missing equipment from patient rooms.
13. Ensure the proper disposal of all contaminated or potentially contaminated materials in accordance with Medical Department directives, center policy as well as state and federal regulation(s).
14. Perform all functions in full compliance with the center’s and the Medical Department Exposure Control Plan including but not limited to the use of Personal Protective Equipment and Universal Precautions.
15. On a temporary basis, may be required to work at any satellite facility.
16. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT’s business.

17. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
18. Observe and practice all VHT Patient Experience Service Standards as outlined in “World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
19. Practice CICARE phone etiquette during all phone interactions.
20. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
21. Respect privacy and dignity of our patients, family members, visitors and co-workers.
22. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
23. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
24. Engage as a member of the care team caring for individuals in the community
25. Prep for and lead daily huddles
26. Promote and educate on evidence-based preventive care, chronic care needs, and self-management support
27. Deliver clinical screening tests and immunizations
28. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
29. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
30. Perform other related duties, which may be inclusive, but not listed in the job description.

**MINIMUM QUALIFICATIONS:**

1. High School Diploma or GED equivalency
2. Completion of accredited Medical Assistant program
3. Current Basic Life Support card
4. Minimum one (1) year work experience
5. Willingness to work well with other healthcare providers
6. Commitment to the concept of preventative medicine and team approach to healthcare delivery
7. Willingness to participate aggressively in the expanded role of the medical assistant
8. Ability to learn about patients and their problems
9. Strong customer service skills (preferably within a service industry)
10. Ability to communicate effectively, both verbal and written
11. Must have strong organization skills; ability to multi-task
12. Modern office practices and procedures (including email)
13. Fluent conversational English/Punjabi or English/Spanish is preferred
14. Ability to be flexible with work schedule and available to work at all site locations
15. Must have own transportation, valid California Driver’s License and current proof of automobile insurance coverage
16. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

**TYPICAL WORKING CONDITIONS:** The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

**TYPICAL PHYSICAL DEMANDS:** Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

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Employee's Signature

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Date



**VALLEY HEALTH TEAM**  
LIVE BETTER. VIVE MEJOR.  
JOB DESCRIPTION

POSITION:	FIRST IMPRESSION REPRESENTATIVE
REPORTS TO:	HEALTH CENTER MANAGER
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	PART-TIME
	NON-EXEMPT

**BASIC FUNCTIONS:**

The First Impressions Representative serves as the focal point for the appointment system at the clinic and is the principal staff member responsible for the smooth flow of patients throughout the clinic's various services. This staff member makes appointments for patient's needs according to written protocols and directs patients to appropriate providers.

**DUTIES AND RESPONSIBILITIES:**

1. Greet patients and visitors as they come in; assist and direct patients to appropriate department.
2. Answer all incoming calls and responds to inquiry, directs caller to appropriate personnel or initiates a triage slip for response by medical personnel.
3. Schedule appointments for patients according to written protocols and enters information into the computerized scheduler.
4. Perform intake (registration) of patients by verifying that patient's information is up to date and accurate.
5. Copy and verify insurance benefits as needed and obtain appropriate paperwork (i.e. Work Comp, CHDP forms, etc.)
6. Answer any questions the patient has regarding the policies and procedures of Valley Health team; explain the role of health services and programs within the organization.
7. Perform preliminary needs assessment of walk-in patients and nurse visits; register them for a walk-in appointment according to written protocols.
8. Coordinate referrals for patients through insurance and other physician offices.
9. Make appointments for patients according to written protocols.
10. Collect payment from patients and reconcile daily cash reports.
11. Responsible for auditing the daily route slips for accuracy and verifying cash receipts from previous days' services.
12. Compile and prepare statistical reports on new and established users.
13. Responsible for opening and closing the clinic and setting the alarm as needed.
14. On a temporary basis, may be required to work at any satellite facility.
15. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
16. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
17. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
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22. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.

23. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
24. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
25. Perform other related duties, which may be inclusive, but not listed in the job description.

**MINIMUM QUALIFICATIONS:**

1. High School Diploma or GED equivalency
2. Minimum one (1) year work experience in a medical setting
3. Current Basic Life Support card
4. Strong customer service skills (preferably within a service industry)
5. Strong communication skills
6. Modern office practices and procedures (including email)
7. Ability to communicate to patients in a pleasant manner and show professionalism at all times
8. Fluent conversational English/Spanish or English/Punjabi preferred
9. Ability to be flexible with work schedule and available to work at all site locations
10. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage
11. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person.

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This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

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Employee's Signature

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Date