



JOB DESCRIPTION

Title: Medical Assistant
Status: non-exempt, benefits-eligible
Hours: 30-40 hours per week
Reports to: Clinic Manager

OVERVIEW

Medical support staff for medical providers in a multi-disciplinary clinic serving the homeless and other marginalized populations. Provide patient care and perform administrative and laboratory duties in support of clinic and providers.

CLINICAL RESPONSIBILITIES:

- Assist assigned provider with medical examinations
- Maintain an environment conducive to patient comfort and confidentiality
- Oversee patient triage and prepare patient for examination
- Perform Rapid HIV OraQuick testing upon physician request, including HIV pre and post test counseling as required
- Perform venipuncture as needed.
- Answer and respond to phone calls from patients, labs, pharmacies, etc...
- Maintain and update patient information in electronic medical record
- Oversee the organization of clinic exam rooms, including cleaning and stocking supplies
- Provide patient information/instructions
- Notify providers of patient follow-ups.

LABORATORY

- Perform basic laboratory tests (HIV Rapid tests, finger-stick glucose, hemoglobin, urine pregnancy test, rapid strep, u/a etc)
- Assist in training and supervision of clinic support staff and volunteer clinical assistants
- Perform quality assurance tests on CLIA waived laboratory tests
- Deliver and retrieve laboratory supplies as needed
- Maintenance of laboratory equipment and sterilization of lab equipment
- Collect and process laboratory specimens and prepare them for courier service
- Log and record lab work. Maintain accurate logbook
- Review all lab work before it is sent out to labs, organizing and maintaining existing lab forms, scanning and data entry of lab results, correction of lab reports improperly filed.
- Follow up on abnormal lab results

SUPPORT/ADMINISTRATIVE SERVICES

- Oversee medication scholarship program, maintaining spreadsheet and fluid process
- Maintain and update medical supply inventory list.
- Conduct regular inventory of medical supplies and equipment and place orders to appropriate vendors as often as required or communicate needs to staff assigned
- Assure proper storage and placement of medical supplies and equipment.
- Facilitate relationship between providers and referral coordinators to assure proper patient referrals to other agencies and medical specialists.
- Occasional faxing of laboratory reports or paperwork.

PROFESSIONAL BEHAVIOR

- Maintain an environment conducive to patient comfort and confidentiality.
- Engage in crisis intervention and patient or client advocacy.
- Supervise quality assurance for in-house lab work.
- Work together with other Clinic Coordinators as a team
- Other duties as assigned by Clinic Administrator or Manager

QUALIFICATIONS

- Must have or be able to obtain AAMA or CCMA certification.
- Excellent communication skills.
- Knowledge of infection control principles and practices
- Knowledge of HIPAA laws and patient rights
- Able to handle multiple tasks and crisis situations.
- Willingness and ability to learn quickly and adapt to a variety of situations
- Able to work with people from diverse ethnic, cultural, socioeconomic and sexual preference backgrounds.
- Able to work both independently and as a member of a team.