



Eastern Band of Cherokee Indians

Job Description

Position ID Number: 922219007	Last Revised: 02/26/2018
Position Title: Certified Medical Assistant	Department: Tsalagi Public Health
Reports to: Manager, Tsalagi Public Health	Division: PHHS

Primary Function: The primary function of this position is to support activities to facilitate entry and exit of patients in the Tsalagi Public Health Clinic, with the goals of providing primary health services, education, screening and prevention to members of the Eastern Band of Cherokee Indians.

Job Duties and Responsibilities:

- Interact with internal and external customers / clients in a polite and professional manner.
- Answering and Screen incoming calls, Transfer calls to other employees in the building. Set up voice mail and retrieve messages. Check in patients. Cancel appointments and reschedule as requested by patients. Make appointments. Enter data in patient electronic health record, including reason for visit, vital signs and any treatments or procedures. Completion of consent and treatment forms. Get forms signed for release of information. Have patient fill out depression screening. Prepare and compose correspondence for patients. Address envelopes and send out mass mailings for monthly appointments. Prepare, send and receive fax. Screen patients for insurance and make copies of insurance cards.
- Comply with all Medical asepsis and OSHA standards, Use standard hand washing procedures. Put on and remove disposable gloves. Clean and wrap instruments for sterilization. Place in sterilizer for sterilization.
- Measure vital signs: Temperature, pulse respiration and Blood Pressure. Check O2 sat. Draw blood for various lab tests. Package in biohazard bags for the lab. Take lab specimens to the hospital lab. Finger stick for blood sugar and Hemoglobin. Have patient undress as appropriate for the exam. Position and drape patient. Assist provider with exam. Hand provider equipment as needed. Clean and set up exam room after each patient. Administer injections as needed. Obtain urine and run urinalysis, pregnancy test. Perform throat culture for strep.
- Assist Health Educator and other staff with the development of educational materials to be used in educating the community. Keep education board up to date in lobby. Keep education material organized and cataloged.
- Participate in Injury Prevention activities and programs held in the community.
- Order incentives and prizes to be used in the various health promotion activities.

Education:

- High School diploma or GED required.
- Must be trained and certified as a Medical Assistant required.
- Valid NC Driver's License required. One year experience preferred but not required.

Job Knowledge:

Must have a thorough understanding and experience in all of the duties of a medical assistant. Must have a thorough knowledge of the policies, procedures and guidelines of EBCI, Tsalagi

Public Health Program and the Health and Human Services Division. Must have basic computer skills and be able to manipulate the EHR. Must be able to keep accurate records and turn them in in a timely manner. Must have good communication skills both written and oral.

Responsibility for Accuracy:

It is important that all patient data be accurate and entered in a timely manner.

Complexity of Duties:

Duties are complex. Requires person to be able to multitask and serve one client after the other.

Contact with Others:

Has frequent contact with patients and day to day contact with staff. Courtesy, tact and diplomacy are required to maintain positive relationships. Needs to be able to communicate with patients and staff. Must be sensitive to the needs of all patients and their families. Must be compassionate and non-judgmental.

Confidential Data:

All information obtained in this clinic is confidential and must be protected under HIPPA. All policies of the EBCI regarding HIPPA must be adhered to.

Mental /Visual /Physical Effort:

Job duties can be mentally/emotionally stressful at times. Physical activities require the ability to walk, sit, reach, bend and lift while assisting patients to walk or to turn and when transferring patients. Must have visual acuity, manual dexterity, and the ability to speak and hear.

- Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.

Environment:

Work in Tsalagi Public Health Program. May be exposed to biohazard products, disease, and other work related hazards.

Extent of Supervision:

The Medical Assistant will work under the direct supervision of a Registered nurse or a mid level provider.