

JOB TITLE: Medical Assistant/Scheduler	DEPARTMENT: Oncology Clinic	POSITION OF SUPERVISOR: Director of Oncology and Pharmacy
FLSA STATUS: Non Exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE: Date of hire

Position Summary: Responsible for answering phones, scheduling patient appointments, and providing care to the patient under the direction of a physician or health care provider in the Oncology Clinic. Assist the Provider in delivering high quality patient care. This position requires accurate documentation in the patient chart specific to scope of practice for the MA role. Assist with basic procedures under the direction and supervision of a health care provider or RN. Administer and document medications and vaccinations appropriately under the direction and supervision of a health care provider or RN. Follow-up with all outstanding patient orders, referrals, and prior authorizations.

This is a safety sensitive position, anything that you are taking that could impair your ability to perform your job duties must be reported to your supervisor, and a note from your provider must be provided stating if there are any limitations to your job duties.

Qualifications: *At all times, the employee shall possess the following qualifications set forth below.*

Education/Training:	<ul style="list-style-type: none"> • High school diploma or GED • Certificate from accredited Medical Assistant Program preferred
Experience:	<ul style="list-style-type: none"> • Previous clinical experience preferred
Special Skills, Licenses or Certifications:	<ul style="list-style-type: none"> • Proficient typing skills and experience using computers required • Strong phone skills required • Medical Assistant Certificate (CMA) required or able to obtain within 6 months of hire • BLS required
Language Skills:	<ul style="list-style-type: none"> • Demonstrates ability to read, write, and clearly express one’s self in English 100% of the time • Additional languages preferred • Demonstrates ability to listen • Demonstrates ability to clearly conveys thoughts in speech and written word
Physical/Mental/Special Demands:	<ul style="list-style-type: none"> • Ability to walk at a rapid pace 90% of the time • Ability to work at heights of 24-40 inches • Ability to push stretchers, wheelchairs, and beds. • Ability to transfer adult patients from wheelchair to exam table, exam table to wheelchair • Able to lift, move, and/or position weights, patients >50 pounds • Ability to hear alarms, phones, and intercoms 100% of the time • Adequate hearing is required to hear/talk with other employees, patients, and public in person and on the telephone • Work requires the use of computers with exposure to monitors, key boards, and mouse with repetitive motions for extended periods of time • Position requires standing, bending, walking, and long periods of sitting • Ability Able to initiate CPR 100% of the time • Must have fine motor skills 100% of the time

	<ul style="list-style-type: none"> • Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time • Good mental health • Demonstrate tact, versatility, and dependability • High degree of self-motivation and directional initiative • Ability to function independently • Ability to cope and remain calm in escalating situations • Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators
Work Environment:	<ul style="list-style-type: none"> • Work is performed with exposure to work stress, environmental stress, and frequent interruptions. Hazards of the Job Include: • Exposure to communicable disease • Verbal or physical abuse • Hazardous materials • Physical strain due to lifting, moving, and positioning patients and/or equipment • Potential exposure to blood and body fluids • Potential chemical exposure • Potential equipment and device / product hazards

Standard Job Requirements: At all times, employee shall satisfy the following requirements:

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Comply with **all** PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
3. Know and practice the prescribed vision, mission, core values and standards of Pagosa Springs Medical Center.
4. Comply with **all** PSMC and department procedures, rules, guidelines and directives.
5. Adhere to all policies and procedures in the Rural Health Clinic Policy and Procedure Manual.
6. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
7. Interact with other departments and staff members in a manner that promotes optimum service to the patients and/or the public.
8. Be courteous, respectful, honest, and solution-oriented in dealing with others.
9. Communicate accurately, clearly, and effectively both orally and in writing.
10. Possess excellent organizational skills and the ability to multi-task.
11. Work independently and perform the job with minimum supervision.
12. Address voicemails, Electronic Health Record assignments/messages, and emails daily. Respond appropriately and in a timely manner.
13. Work effectively on PSMC/department team matters and recognize situations that require teamwork.
14. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
15. Respect the importance of compliance and quality programs and support the same.
16. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
17. Participate in employee training, meetings, Disaster Preparedness and emergency events.

Essential Duties, Functions and Responsibilities: *At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below under the direction of a health care provider or RN*

1. Answers phone for both Oncology Clinic and Infusion Area.
2. Promptly returns calls and monitors voicemail, incoming and outgoing faxes.
3. Accurately obtains patient demographics. Solicit information required to schedule appropriately. Ensures accurate scheduling, rescheduling, cancellations, and verification of the patient's appointment with the correct provider, modality, special equipment and studies. Repeats appointment date, time and location prior to ending the call. Schedules interpreters for patients as needed.
4. Ensures HIPAA requirements are met before disclosing any appointment information. Use correct naming conventions for all required fields.
5. Administers care to patients in a safe, efficient, and courteous manner.
6. Assist in training students, interns, and new employees.
7. Courteously greets all patients.
8. Uses at least two identifiers when confirming the identity of each patient (i.e. name and date of birth).
9. Appropriately triage patients under the direction of a health care provider or RN.
10. Communicate patient concerns to Provider.
11. Efficiently and accurately, reconcile and document the patient's current medications and allergies.
12. Efficiently and accurately, complete and document necessary questionnaires with the patient.
13. Efficiently and accurately, document the patient's history of present illness.
14. Accurately administer and document medications and immunizations as directed by the Provider.
15. Accurately document and send orders for laboratory tests and diagnostic tests as directed by the Provider.
16. Follow up on all outstanding orders in a timely manner.
17. Accurately perform POC laboratory tests as directed by the Provider.
18. Create, send, and follow-up on patient referrals as directed by the Provider.
19. Assists in coordination of patient care both within PSMC and with outside facilities.
20. Refill and document patient prescriptions as directed by the Provider.
21. Assist with bone marrow biopsies and aspirations.
22. Assists with gathering medical records from outside facilities.
23. Performs chart preparation for daily patient appointments.
24. Scan records into patient electronic health record.
25. Maintain a basic understanding of CPT and ICD 10 codes.
26. Orders supplies for both Oncology Clinic and Infusion area.
27. Participate in process improvement.
28. Register patients when necessary.
29. Insurance verification as required.
30. Utilize required templates when documenting within the electronic health record.
31. Schedule follow up appointments as directed by the Provider and Nursing Staff.
32. Participate in the development of the plan of care with other team members and safely implements that plan.
33. Verifies the patients understanding of the purpose of visit.
34. Provide instruction/teaching to the patient according to the educational plan.
35. Document care provided or procedure performed accurately on patient records.
36. Provide preventive care information that matches patient age, sex, and health status.
37. Document patient alerts within the electronic health record as directed by the Provider.
38. Present patients with appropriate patient education and visit summaries at the end of each visit.
39. Room all patients in a timely manner.
40. Accurately take and document patient vital signs.

41. Prep exam rooms for patients and maintain sanitary exam rooms.
42. Lock medication room at the end of each business day.
43. Demonstrate willingness to perform tasks and complete assigned work, does not leave unfinished tasks for others to complete.
44. Prioritize tasks so that the most important tasks are completed first.
45. Initiates action to prevent the occurrence of any potential problems or nonconformities relating to patient care or supporting activities.
46. Initiates, recommends or provides solutions through designated channels.
47. Performs scheduling duties with 95% accuracy.
48. Submit Facility Dude Tickets when necessary for facility repairs/issues.
49. Report to work when scheduled, if absent, notifies supervisor in advance per policy.
50. Other duties as assigned by supervisor.

Approved by:

(Supervisor – Signature)	(Title)	(Date)
	Human Resources Director	
(Human Resources– Signature)	(Title)	(Date)

Receipt and Acknowledgment:

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by the employer or me at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations that would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)