



Job Title: Connect Medical Assistant
Department: Connect
Supervisor: Connect Program Director
FLSA Status: Non-Exempt
Approved Date: 1-1-18

Position Summary

Assists the Care Team in providing services to persistent pain patients receiving chronic opioids and those patients engaged in medical assisted treatment (MAT). Primary responsibilities include assisting in MAT clinics, reviewing patient charts for completion of all requirements for pain contracts, supporting the creation and maintenance of registries related to chronic opioids, contacting and scheduling patients with the RN for follow-up visits, identifying care gaps and to filling those gaps directly as allowed by level of license and compiling reports as directed.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Greets and welcome patients to the office.
2. Schedules and confirm appointments.
3. Verifies patient information by interviewing patient; recording medical history; confirming purpose of visit.
4. Prepares examination rooms for physician.
5. Logs and prepare specimens for testing.
6. Assists physicians during examinations.
7. Contacts pharmacies for refill prescriptions.
8. Maintains inventory of office, medical, and lab supplies.
9. Reviews patient electronic records for completion of program requirements and enters the data in the tracking system for MAT patients and all patients on chronic opioids throughout the organization.
10. Contacts patient care teams with program gaps and assists them in completing the requirements (UDS, pain contract, pill count, pain class, etc.).
11. Works collaboratively with program and clinic staff, at multiple sites, to ensure that patients have received all needed services.
12. Provides clinical support to the Care Team, such as rooming patients, taking vitals, and completing urine drug screens.
13. Provides clerical support for the Care Team, as needed, including word processing, copying, faxing, mailing, collation and distribution of printed materials.
14. Keeps patient information confidential and out of public view.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED)

Certificates, Licenses, Registrations

Current driver's license and auto insurance

Medical Assistant Certification required

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform 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 is regularly required to talk or hear. The employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk and sit. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision and ability to adjust focus.

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.

The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date

