



## **JOB DESCRIPTION**

**JOB TITLE:** Medical Assistant/Office Assistant

**DEPARTMENT/DIVISION:** Podiatry/North Rd.

**STATUS:** Part-time, Non-Exempt

**REPORTS TO:** Office Supervisor

**DATE:** January 2018

### **POSITION SUMMARY:**

The Office Assistant is responsible for providing and maintaining accurate and complete patient records, greeting and checking in all patients for office appointments as well as answering incoming calls, directing calls to appropriate staff, including paperwork for patients to fill out, scanning insurance cards, entering all demographic information into the electronic health record, entering referrals for office visits into EMR, scanning for staff as needed, and working closely with physicians and staff. The Office Assistant will also provide coverage for the Medical Assistant.

### **DUTIES AND RESPONSIBILITIES:**

- Greets and directs all patients within the practice.
- Collects co-payments and enters them into EMR.
- Obtaining patient demographic and verifying insurance information at each visit.
- Obtaining necessary patient information to meet current Federal guidelines and Meaningful Use guidelines for electronic medical records.
- Scanning pertinent patient information into EMR including patient authorizations, recent labs delivered by patient, etc.
- Ensures patients sign HIPAA information in EMR
- Schedules any necessary appointments after completion of patient visit.
- Monitor and review patient schedules for next day office appointments.
- Identifying and resolving minor patient billing complaints.
- Assists in ordering, receiving and stocking of office supplies.
- Responsible for answering patient phone calls and taking detailed and accurate information/messages.
- Answer written and telephone requests for medical records or information; prepare records for release to patients and other providers.
- Assists physician with patient office visits which include, rooming patients, interviewing patients, recording vital signs including pulse rate, blood pressure, height and weight, and entering information in patient electronic medical record.
- Organizes exam rooms, including general cleaning, upkeep, and re-stocking of supplies.



- Performs administrative tasks, including form completions, prescription refills, referrals and patient educational material.
- Demonstrates appropriate hand washing technique to insure proper infection control and follows universal precautions.
- Performs all aspects of patient care in an environment that optimizes patient safety and reduces the likelihood of medical/healthcare errors.
- Demonstrates appropriate use of Red Bag Waste.
- Obtains prior authorizations orthotics, MRI's and lab work
- Other duties as assigned.

#### **EDUCATION & EXPERIENCE:**

- Minimum of a High School diploma; Associates Degree preferred.
- 2 to 4 years relevant experience in a healthcare environment.
- Electronic Medical Records experience required.

#### **QUALIFICATIONS & REQUIREMENTS:**

- Strong organizational skills; must be able to multi-task.
- Strong verbal and written communication skills.
- Must have excellent computer skills.
- Ability to work independently and collaboratively on assigned tasks and projects

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