



Heart of Ohio Family Health Centers
Job Description
Medical Assistant and
Patient Care Representative

Summary: This position supports the Organization in the following manner:

- Perform administrative and certain clinical duties under the direction of physician
- Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician
- Maintains medical records

Reports to: LPN – Process Improvement Support

Supervises: N/A

Dress Requirement: scrubs in accordance to Heart of Ohio Family Health Center’s dress code policy

Work Schedule:

Monday through Friday during standard business hours

Times are subject to change due to business necessity, including potential for evening hours. Availability and transportation to travel to multiple sites, including in the middle of a work day, may be required.

Exempt

Non-Exempt

Job Duties, these are considered essential to the successful performance of this position:

- ✓ Prepares patients for providers’ visits by explaining procedures, recording and collecting patient data
- ✓ Records patient interviews and history
- ✓ Prepares patient for examinations, routine screenings and procedures
- ✓ Obtains body specimens, using proper techniques and correctly labeling the specimen
- ✓ Sets up various medical procedures and assists physicians with procedures
- ✓ Organizes exam room equipment as directed by a provider
- ✓ Assists the nurse with medical records maintenance; i.e., inserting lab and test results
- ✓ Calls prescription orders into a pharmacy, as directed
- ✓ Calls patients with lab and/or test results, as directed
- ✓ Offers excellent medical service in a friendly, courteous, and helpful manner to the patients without bias and/or social prejudice

- ✓ May collect and maintain statistical data
- Prepares patients for providers' visits by explaining procedures, recording and collecting patient data
- Distributes educational material to patients, as directed
- Instructs and/or assists patients with clothing removal for examination
- Sets up various medical procedures and assists physicians with procedures
- Stocks the exam rooms and performs minor clean-up and sanitizing procedures after the exam
- Organizes exam room equipment as directed by a provider
- Assists the nurse with medical records maintenance; i.e., inserting lab and test results
- Calls prescription orders into a pharmacy, as directed
- Calls patients with lab and/or test results, as directed
- Offers excellent medical service in a friendly, courteous, and helpful manner to the patients without bias and/or social prejudice
- May collect and maintain statistical data
- Supports the Clinical department as directed
- Adheres to all of the Organization's policies and procedures, especially the hazardous, health and safety procedures
- Maintains patient confidentiality and abides by HIPAA guidelines
- Follows all laws and regulations
- Assists patients through the check-in process at front desk and performs all of the duties in the Patient Care Representative job description.
- Other duties as assigned (non-essential)

Job Qualifications (Experience, Knowledge, Skills and Abilities)

- Graduate of a Medical Assistant program
- Medical Assistant Certification/CMA preferred or required to obtain within 90 days of hire.
- Current BLS/CPR and must maintain current certifications
- One or more of experience preferably in Primary Care setting
- Ability to work with supervision and make decisions based on established policies and procedures
- Must be able to work as a team member
- Demonstrate skills and abilities in clinical and administrative areas including patient care, phlebotomy, office lab testing, injections, vitals, EKG's etc.
- Demonstrates competency in working sensitively and respectfully with people of various cultures and social status
- Knowledge of federal, state and local laws and regulations pertaining to health care and safety
- Ability to communicate (orally and in writing) in a professional manner
- Ability to maintain an established work schedule to ensure dependability and accuracy of work quality
- Ability to travel to additional HOFHC sites usually, the primary work site will be where the colleague starts the day .

- Must own or purchase a cellphone immediately upon starting to allow access to external company electronic health record systems.

Equipment Operated:

Telephone	Computer	Printer
Fax machine	Copier	Scanner
Credit card machine	Calculator	Other office equipment as assigned

Facility Environment:

Heart of Ohio Family Health Centers operates in two locations, 882 S. Hamilton Rd, Columbus, Ohio 43213 and 2365 Innis Rd, Columbus, Ohio 43224 and 5560 Chantry Drive Columbus, Ohio 43224. All facilities are a medical office environment with front-desk reception area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. Both facilities are on the main ground floor and ADA compliant.

This position’s primary work area is in an office within our facility

The office area is:

- kept at a normal working temperature
- sanitized daily
- maintains standard office environment furniture with adjustable chairs
- maintains standard office equipment; ie, computer, copier, fax machine, etc. at a normal working height

Physical Demands and Requirements: these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person’s voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

Indicate Frequency of Factors that Contribute to this Position:

<i>Factor</i>	<i>Frequency, 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed</i>
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Normal, steady work pace	2
Randomly changing work pace	2
Fast, sometimes chaotic work pace	2
Independent decisions made without supervision	2
Exposure to trauma, grief, death, etc	1, through patient's personal situation
Exposure to disease or bacteria	2, working closely with patient
Handles closed containers or vials of patients' bodily fluids or tissues	2
Required to wear safety clothing or equipment	2
Handles money (cash, checks or credit cards)	2
Interacts personally with public	1
Interacts with public via the telephone, letter, or other non-face-to-face measure	2

If you are interested and qualified please submit your resume to jwoodard@hofhc.org or hsterling@hofhc.org.