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| <b>Heart of Ohio Family Health Centers<br/>Medical Assistant (Call Center)</b> |
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**Summary:** The call center medical assistant is responsible for timely, efficient and accurate documentation in the electronic medical record of the patient's concern and the clinical response. The medical assistant will work collaboratively with providers and staff within the organization to determine the patient's plan of care.

**Reports to:** Clinical Nurse Manager

**Supervises:** No

**Dress Requirement:** Scrubs in accordance to Heart of Ohio Family Health Center's dress code policy

**Work Schedule:** F/T

Monday through Friday during standard business hours  
Times are subject to change due to business necessity

**Exempt** \_\_\_\_\_ **Non-Exempt**

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

- Answers phone calls and provides excellent customer service by helping patients with refill requests, lab result requests and other clinical concerns.
- Transfers calls to the triage nurse to ensure urgent clinical concerns are addressed.
- Schedules patient appointments
- Deliver patient messages from the provider when incoming call volume is low.
- Interacts with providers and staff within the organization to communicate and work collaboratively to determine patient's plan of care.
- Responsible for timely, efficient and accurate documentation in the electronic medical record of patient's concern and the clinical response.
- Performs floor medical assistant duties as needed (rare occasion)
- Pulling Emergency Room Reports prior to patient visit with provider.
- Assists and completes population health outreach for patients with uncontrolled chronic disease/care gaps as time allows.
- Provides support and clinical perspective to call center staff and call center coordinator.
- Follows all laws and regulations and adheres to all of the Organization's policies and procedures, especially the hazardous, health and safety procedures
- Other duties as assigned

**Job Qualifications** (Experience, Knowledge, Skills and Abilities)

- ✓ Certified Medical Assistant
  - ✓ Prior experience with OB/GYN and primary care preferred
  - ✓ Ability to work with supervision and make decisions based on established policies and procedures
  - ✓ Skills to expertly deliver exceptional customer service to patients
  - ✓ Ability to successfully work in unison with others to create an efficient, harmonious work environment
  - ✓ 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
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**Adheres to HOFHC’s Values:**

Communication, Teamwork, Respect and Quality

**Equipment Operated:**

|                         |                         |                                                |
|-------------------------|-------------------------|------------------------------------------------|
| Telephone & Fax         | Computer & Printer      | Blood Glucose Monitor                          |
| Blood Pressure Machines | Waived function testing | Pulse oximeter                                 |
| EKG                     | Centrifuge              | NST machine                                    |
| Oxygen                  | Audiometer              | Audio Visual                                   |
| HBA1C analyzer          | Ultrasound              | Other office and medical equipment as assigned |

**Facility Environment:**

Heart of Ohio Family Health Centers operates currently in 5 locations in the Columbus and surrounding areas. This position will primarily operate out of the clinic at 2365 Innis Rd. All facilities are a medical office environment with front-desk reception area, separate patient examination rooms, nursing stations, pharmacy stock room, business offices, hallways and private toilet facilities. All facilities are on the main ground floor and ADA compliant.

**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

| <i>Factor</i>                                                                                              | <i>Frequency</i> , 0 = never, 1 = occasionally, 2 = normally, 3 = often, add explanation where needed |
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| Normal, steady work pace                                                                                   | 2                                                                                                     |
| Randomly changing work pace                                                                                | 2 Maybe as needed to accommodate the organization (at other health center locations)                  |
| Fast, sometimes chaotic, high stress work pace                                                             | 2                                                                                                     |
| Independent decisions made without supervision                                                             | 3                                                                                                     |
| Exposure to trauma, grief, death, etc.                                                                     | 1                                                                                                     |
| Exposure to disease or bacteria                                                                            | 1                                                                                                     |
| Handles closed containers or vials of patients' bodily fluids or tissues                                   | 1                                                                                                     |
| Required to wear safety clothing or equipment                                                              | 1                                                                                                     |
| Handles money or financial accounts (cash, checks or credit cards)                                         | 0                                                                                                     |
| Interacts personally with public and business associates                                                   | 2                                                                                                     |
| Interacts with public and business associates via the telephone, letter, or other non-face-to-face measure | 2                                                                                                     |