

# CENTER FOR HEALING & HOPE

**Position Description:** Medical Assistant, Full or Part-time

**Summary:** Functions as part of the Clinical Team to provide care for patients in Urgent Care, Chronic Care and Specialty Care clinics. **Clinical duties** include all aspects of clinic visits as assigned by Clinic Nurse Manager. **Administrative duties** include assisting with registration, file maintenance, patient communications, and implementation of chronic care programs.

**Supervisor:** Medical Director/Clinic Nurse Manager

## **Clinic Responsibilities:**

1. Prepare rooms for clinics.
2. Triage patients for Urgent Care appointments.
3. Perform patient intake, including medical histories, vital signs, medication profile, and chief complaint.
4. Explain medical procedures to patients.
5. Practice infection control and Universal Precautions.
6. Prepare patients for examinations and procedures, and assist the provider during examinations and procedures.
7. Perform venipunctures, Point of Care labs, and EKGs.
8. Give immunizations.
9. Assist in health screening activities.
10. Assist with scheduling patients for medical tests or referrals per providers' orders.
11. Prepare medications to dispense to patient and educate patients on medication changes.
12. Ensure patients understand treatment plan at end of visit.
13. Maintain patient confidentiality and protect patient care information.
14. Perform maintenance and quality controls on lab equipment as directed.
15. Clean clinic rooms between patients and at the end of the day.

## **Administrative Responsibilities:**

1. Document all patient care activities in patients' electronic health record (Athena).
2. Communicate with patients on the phone outside of clinic times including medication refills, test results, and patient questions.
3. Assist with maintaining clinic inventory.
4. Assist with Medication Assistance Program applications.
5. Other tasks as assigned by Clinic Nurse Manager.
6. Participate in CHH promotional activities.

**Qualifications:**

1. Medical Assistant, certification preferred but not required.
2. Bilingual English/Spanish required.
3. Experience in a medical setting preferred.
4. Comfort with Electronic Health Record software.
5. Attention to detail.
6. Open to learning and feedback.
7. Flexibility in schedule – some evenings required.
8. Willing to take initiative and to work flexibly as part of a team.
9. Ability to read and follow directions.

**Physical Demands:**

- Ability to work efficiently on multiple tasks throughout the day.
- Pleasant and clearly understandable voice in person and on phone.
- Ability to stand and walk throughout the clinic for 6 hours a day.
- Ability to sit at a desk for one or more hours at a time.
- Ability to lift and carry 25+ lbs.
- Ability to operate computer and other exam equipment in the office.
- Ability to read small print and computer screen.

**To apply:**

Send a resume detailing your work history, education, and skills, and a cover letter explaining why you want to work at a community health clinic. Applications received without a cover letter may not be reviewed.

All applications must be submitted by email in MS Word or pdf format to [info@chhclinics.org](mailto:info@chhclinics.org).