



Position Title: Medical Assistant

Reports To: Clinical Supervisor

Position Summary: With pride and compassion, aide the physicians in the treatment and care of all patients.

Essential Duties and Responsibilities:

- Greet patients in a pleasant and compassionate tone when calling them from the waiting area
- Introduce yourself and verify the patient's identity
- Review the patients medical history with them; add/delete updated information in EMR
- Generate a new medical history for each patient at each visit as accurately as possible
- Be alert and ready to take orders from the providers regarding the patients' needs
- Schedule in-house or outpatient tests/studies/appointments for the patients as directed by the provider (i.e. MRI, Labs, Injections, Cardiology, Primary Care, etc.); provide the patient with all pertinent information regarding the upcoming appointment or procedure(s)
- Complete outside order templates in EMR for outside appointments for the patients as directed by the provider (i.e. UVA, Duke, etc.); provide the test schedulers with all pertinent information regarding their upcoming appointment (i.e. referral sheet, address/phone number, directions, instructions, etc.)
- Prepare Injection/Aspiration trays as directed by the provider; send aspirated fluid for lab testing as directed by the provider
- Prepare the exam room for cast application as directed by the provider
- Remove staples or sutures, external fixators or pins, and casts as directed by the provider
- Document in EMR any procedures done during an office visit (i.e. injections, etc.);
- Monitor the encounter form for correct information regarding charges for injections, splinting/cast application, DME, etc.
- Generate work notes, prescriptions, therapy referrals, DME orders, and other documents as directed by the provider
- Respond to "red" light alert immediately when activated by the provider
- Call no show patients to inquire about their well being
- Remind the providers to check their prescriptions and triages throughout the day; call in all authorized prescriptions throughout the day and before leaving at the end of the day
- Maintain cleanliness and adequate stock of the exam rooms (i.e. gloves, exam gowns/shorts, table paper, dressing supplies, etc.); Empty bio-hazard

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containers/bags as needed to assure safety and OSHA compliance; clean exam tables and change pillowcases after each patient use

- Respond to overhead pages for a nurse/provider regarding hospital patients
- Retrieve incoming supplies from Shipping and Receiving and restock supply room in a timely manner
- Monitor the providers' schedules throughout the day for smooth flow; enter physicians start and finish time on the dashboard for each clinic session
- Secure sample and injection cabinets at the end of each day
- Dispose of any open food or liquids at the end of each day

Secondary Duties and Responsibilities:

- Prepare and package instruments for sterilization; run the autoclave as needed; read and document spore testing results
- Assist Cast Tech in maintaining good working cast saws, check and change filters as needed, log maintenance on the Cast Saw and Maintenance Log on the Intranet page, report to management any technical difficulties with the equipment in a timely manner
- Assist fitting patients with durable medical equipment as directed by the provider; instruct patient on proper technique for applying the DME
- Assist Radiology Techs with lifting and/or holding patients for x-rays
- Assist the Clinical Assistant with checking the prescription line and faxed prescription requests, enter pertinent information into EMR and forward requests to appropriate provider
- Assist Health Information with preparation of documents for scanning and file batches; purge charts when needed
- Assist Patient Access with rescheduling patients as needed
- Assist management in monitoring the clinical schedule; be ready for change at a moments notice
- Assist Surgery Schedulers with issuing and mailing total joint implant cards to patients following Total Joint Replacement surgery; be sure that all information printed on the cards is accurate
- Assist with Nurse Only visits when needed; document treatment appropriately
- Check the eye wash stations weekly and document completion; notify management of any malfunctions immediately
- Call post-op patients to inquire about their well being as directed by the provider
- Back up triage as needed; respond to all patients needs or requests in a timely manner

Practice Duties and Responsibilities:

- Always be open for ways to make OCCV more efficient; a better environment for everyone
- Treat patients, their families, visitors, team members, management and physicians with respect and dignity



- Maintain a clean and safe working environment; work stations should be organized and free from clutter

Physical Demands:

- Ability to stand or sit for long periods of time
- Ability to bend over or reach above their head as needed
- Ability to lift up to 50 pounds
- Ability to react quickly to emergent situations

Performance Requirements:

- Proficient computer skills
- Knowledge of basic medical and orthopaedic terminology
- Ability to maintain a cheerful disposition with patients, team members, and providers
- Ability to communicate effectively with patients, team members, and providers, both verbally and written
- Ability to multi-task
- Ability to work well with high volume
- Ability to maintain composure during stressful situations
- Ability to grasp new tasks in a timely manner

Education: Certificate of completion from an accredited Medical Assistant program

Experience: Some medical office experience preferred

Certificate/License: Registration or Certification preferred

Disclaimer: The above statements are intended to describe the general nature and level of work performed in this position. Additional duties and responsibilities may be assigned as needed.