



Position Available: *Medical Assistant – Mid Level* (1.0 FTE Full-Time Non-Exempt)

Location: Akron, Ohio (Primary)/Cleveland, secondary

Summary:

Under the direction of the Clinic Manager and Provider, performs patient care duties for infant through geriatric patients. May be called upon to assist with general clerical/reception duties if needed. Upholds quality standards and supports the mission of ICHC and assists in training new Medical Assistants at the clinic.

Job Duties:

Administrative Duties

- Greets patients and visitors in person or on the telephone; answering or referring inquiries.
- Ensures availability of treatment information by filing and retrieving patient records.
- Assists patients and providers with form completion.
- Make copies as necessary.
- Telephone non-narcotic and other non-restricted prescription refills to pharmacies.
- Serves as access specialist to assist patient in receiving medical care; May schedule appointments and ancillaries based on ICHC protocols.
- Updates referral information on patients as needed into EPIC.
- Responds and works messages in the EPIC in-basket.
- Maintains vaccines inventory and equipment and anticipates needed supplies
- Enter Refugee Screening data in ODJFS portal
- Protects patients' rights by maintaining confidentiality of personal and financial information.
- Maintains operations by following policies and procedures; reporting needed changes.
- Contributes to team effort by accomplishing specific duties as needed.
- Able to open and/or lock clinic area if necessary.
- Doing regular controls on Point of Care equipment & monitoring/document of fridge temperatures.
- Provides trainings to new Medical assistants as needed.
- Able to substitute at alternate ICHC site if needed.

Clinical (Back Office Duties)

- Discards soiled linen and supplies after every examination.
- Provides care in a tactful, courteous and culturally appropriate manner.
- Verifies patients by using two identifiers and identifies him or herself as "I am your medical assistant; my name is..."
- Communicates with the providers promptly any outstanding abnormal findings in questionnaire, vital signs or physical signs.
- Alerts providers any unusual patient behaviors or concerning comments.
- Reconciles medications.
- Verifies patient contact information and pharmacy information.
- Enters Reason for Visit.
- Conducts vital signs (temperature, pulse, respiration, weight, pulse oximetry, and blood pressure).
- Obtains head circumference for pediatric population as indicated.
- Performs PHQ depression scales and pain scale.

- Sets up and collects labels and sets up transport for specimen if needed; performs CLIA approved tests according defined competencies; administer intramuscular shots under physicians' guidance.
- Escorts patients and prepare patient for appropriate examination; chaperone and/or assists patients and physicians during examination and routine procedures.
- Participates in patient discharge by reinforcing patient education; provides teaching materials as appropriate.
- Cleans medical equipment.
- Adheres to sterile technique standards, universal precaution related to safe handling of hazardous infectious waste and body substance precautions.
- Stocks the examining rooms and tables.
- Retrieves faxed lab results and file in patient folders if needed
- Escorts patients to care areas (e.g. Phlebotomy area, lobby).
- Performs basic EKG; phlebotomy; blood glucose monitoring and respiratory therapy (assisting in oxygen therapy and pulse oximetry); performs ear washes as directed.
- Assists with sterile procedures including but not limited to wound care; removes dressings; wash or rinse wounds; participates in the application of dressing utilizing sterile technique and specialize skin care procedures.
- Assists other tasks defined by the provider(s) or the nurse(s) in clinic related to patient care.

Skills/Qualifications:

- Multi-lingual; fluent in both English and second language (Asian dialect or language preferred)
- Graduate of approved medical assistant program or comparable certification or degree, 1+ years of experience preferred.
- Mid-level MA experience; prefer work experience in a community health center or other comparable environment.
- Experience with health center/clinic and EHR/PMS is a plus (familiarity with EPIC is desired).
- Knowledge of basic medical procedures, medical terminology and ability to communicate well with patients and staff is essential.
- Computer skills: word processing, familiar with databases and data entry.
- Ability to work with different ethnic groups and nationalities; strong cultural competence.
- Ability to multi-task, is flexible and has good attention to detail.
- Strong customer service skills (including telephone).

CONTACT

Please send cover letter and resume to Mao Vue, Chief Operating Officer (mvue@asiaohio.org). Visit www.asiaohio.org. **No phone calls please.**

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