



Position Available: **Medical Assistant – Mid Level\***

Department: **International Community Health Center**

Location: **Cleveland(Primary)/Akron(Secondary), Ohio**

Schedule: **Up to 1.0 FTE, non-exempt position**

Pay Rate: **Based on qualifications**

### **SUMMARY**

Asian Services In Action, Inc. (ASIA, Inc.) seeks a highly motivated and bright individual who possesses a diversified set of skills for the Medical Assistant - Mid Level position at our International Community Health Center. Under the direction of the Clinic Manager and Provider, this position will perform patient care duties for infant through geriatric patients. Within this role, you would be called upon to assist with general clerical/reception duties as needed. The Medical Assistant will uphold quality standards and supports the mission of ASIA-ICHC and assists in training new Medical Assistants at the health center.

\*This position requires full time assistance upon hire with the ICHC Covid Vaccination project

### **DUTIES AND RESPONSIBILITIES**

#### 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.
- Responds and works messages in the EPIC in-basket.
- Maintains vaccines inventory and equipment and anticipates needed supplies
- Enter Refugee Screening data into 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 in EHR.
- Verifies patient contact information and pharmacy information.

- Enters Reason for Visit.
- Conducts vital signs (temperature, pulse, respiration, weight, pulse oximetry, and blood pressure).
- Able to work with pediatric patients.
- 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 and exam room beds and chairs after each patient.
- 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.
- Able to perform or willing to train to conduct Nasopharyngeal swab test or other types needed for Covid-19 or other infectious diseases with proper PPE.
- Assists other tasks defined by the provider(s) or the nurse(s) in clinic related to patient care.
- \*Assist with duties related to registration and administration of the Covid Vaccine clinic during the duration of the Covid vaccine project.

## **QUALIFICATIONS**

- Bilingual preferred (fluent in both English and a second language), but not essential;
- A graduate of the 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 environments;
- 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;
- Excellent computer skills, including proficiency with MS Office and OS applications;
- Must be adept in working with diverse staff who are multi-cultural and multi-lingual;
- Ability to work with different ethnic groups and nationalities, strong cultural competence;
- Ability to multi-task and is flexible with good attention to detail;
- Strong customer service skills (including telephone);
- Must pass a criminal background check;
- Valid Ohio State driver's license preferred;
- Must be authorized to work in the U.S.

## **CONTACT**

Please send cover letter and resume to [HRManager@asiaohio.org](mailto:HRManager@asiaohio.org).

Visit [www.asiaohio.org](http://www.asiaohio.org). **No phone calls please.**

*Asian Services In Action, Inc. promotes equal employment opportunities for all applicants and employees. ASIA will not discriminate against any applicant for employment on the basis of race, color, religion, sex, national origin, veteran status, age, sexual orientation, marital status, or the presence of any sensory, mental or physical disability in any employment practice, unless based on a bona fide occupational qualification. Women, minorities, and disabled are encouraged to apply.*