

JOB DESCRIPTION

Job Title: Medical Administrative Assistant
Department: Administration
Reports To: Tamlyn Skelton, Clinical Coordinator
FLSA Status: Non-Exempt

Position Summary: Acts as the first point of contact for patients. Welcomes patients to the Practice, handling each interaction in a courteous and professional manner. Responsible for entry of patient information into the Clinic database.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Check patients in, greets, screens, and assists patients in professional manner.
- Obtains, verifies, and updates patient information and provides support services to patients and occasionally medical staff.
- Collect identification and insurance cards; copies or scans them for the record.
- Collect co-pays or other monies due on account.
- Acquire patient signature for financial agreement if requested by supervisor or management.
- Provide patients with a copy of privacy policy, benefits assignment, etc.
- Answer phone calls, take messages and make appointments as needed.
- Direct visitors (drug reps, salespersons, etc.) appropriately.
- Pre-authorizes, pre-certifies, or pre-notifies the test or procedure if required by the patient's insurance company.
- Process payments and produce a receipt for the patient.
- Make return appointments for the patient if needed.
- Track patients in the reception area and communicate with them, as needed.
- Mark arrival time of patients in office and make sure that patients are seen on time.
- Ensure patient satisfaction by responding to their needs.

Competencies: To perform the job successfully, an individual should demonstrate the following.

Communications - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Dependability - Commits to doing the best job possible. Follows instruction. Keeps commitments.

Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.

Planning & Organization - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Quality - Fosters quality focus in others. Improves processes. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

Use of Technology - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school diploma or general education degree (GED); Diploma as a Medical Administrative Assistant from an accredited medical and vocational program preferred. Two years' experience as an Administrative Assistant in a medical office setting required

Language Ability:

Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers.

Mathematical Ability:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent.

Reasoning Ability:

Apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

Knowledge of Microsoft Office Suite

Certificates and Licenses:

None required

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands, feel talk and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk, stoop kneel or crouch. The employee must occasionally lift and/or move up to 25 pounds.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.