

SUMTER FAMILY HEALTH CENTER

Job Title: Certified Medical Assistant (Scheduling Assistant) – Women’s Health

Reports To: Women’s Health Site Administrator

Position Summary:

The Certified Medical Assistant (Scheduling Assistant) assists in patient care, patient lab work, patient and laboratory record keeping, and the appropriate scheduling of patient requests for Women’s Health appointments. The Certified Medical Assistant (Scheduling Assistant) provides clinical support for the nursing and provider team under the direct supervision of the health care provider and licensed nursing staff.

Duties and Responsibilities:

- Demonstrates superior customer services skills, including but not limited to:
 - Interacts with all internal and external customers in a caring and respectful manner.
 - Answers telephone, responds to messages/inquiries and routes calls in a timely and polite manner.
 - Communicates with patients and their families in a courteous, professional, cooperative and mature manner both in-person and over the telephone.
- Assists patients with questions as appropriate, or refers to appropriate person for assistance.
- Ensures that patient calls for appointments are managed quickly and effectively.
- Responds to patient requests for scheduling and rescheduling appointments.
- Schedules appointments utilizing the designated templates and computerized scheduler.
- Manages appointment slots appropriately to allow for work-in patients in the daily schedule.
- Documents communication with patient/family in electronic medical record, such as patient reminder calls.
- Arranges for a callback from the provider or nursing staff regarding a patient's condition or question, as appropriate.
- Monitors the status of arriving patients to ensure availability of appointments, and alerts the clinical and/or medical staff, as appropriate.
- Assists the Site Administrator, as directed, to ensure all booking dates/times are accurate with provider schedules and Center best practices.
- Works cooperatively with other departments to optimize scheduling capabilities, and resolve scheduling issues which may arise.
- Assists patients with completion of patient intake forms and completes data entry, as needed.
- Arranges language interpretation services.
- Fosters a patient-oriented environment that focuses on patient satisfaction and quality outcomes/monitoring.
- Prepares and maintains patient’s rooms to include stocking and cleaning.
- Prepares patients for exam and treatment to include: vital signs, weight, height, head circumference, hearing screens, vision screens, and lab work including finger/heel sticks and venipuncture, if certified.
- Records patient information in appropriate medical records and lab logs.

- Assists with supply ordering and maintenance as necessary.
- Assists with medical records maintenance as necessary.
- Assists with patient flow through the office.
- Assists licensed staff with lab results tracking and follow-up.
- Maintains patient confidentiality in all encounters.
- Assists in providing PI reports for improving the quality of patient care.
- Performs other duties as assigned by supervisor.

Qualifications:

Education:

- High school diploma or GED required.
- Completion of a Medical Assisting program through an accredited college is required.
- Credentialed through one of the following certification entities required:
 - Certified Medical Assistant (CMA) through the American Association of Medical Assistants (AAMA)
 - Registered Medical Assistant (RMA) through the American Medical Technologists (AMT)
- Credentialing from the following will be considered, if not certified through AAMA or AMT:
 - CCMA through (National Healthcare Association)
- 2 years of medical office or clinical experience preferred.
- Current CPR certification required.

Knowledge, Skills and Abilities:

- Positive Attitude
- Ability to work in a team environment
- Excellent written and verbal communication skills
- Must have excellent telephone etiquette
- Computer knowledge and typing skills required
- Ability to be cross-trained in reception, registration, appointment scheduling, and general clerical functions
- Relate to a variety of people at different developmental ages
- Ability to establish rapport and deal tactfully with persons from varied racial, ethnic, cultural and/or economic backgrounds
- Possess the ability to prioritize tasks and manage time efficiently
- Ability to adapt to changes in the work environment, and is able to deal with frequent change, delays or unexpected events
- Ability to learn and correctly use Electronic Medical Record software program
- Ability to maintain a high level of confidentiality
- Ability to remain calm and professional in stressful or emergency situations

Work Environment:

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-workers, patients and their families. Potential for regular exposure to blood-borne diseases (Category I). Potential for exposure to chemical hazards (Category B).

Physical Demands:

Prolonged, extensive or considerable standing/walking. Assists with lifting and moving patients as necessary. Lifts supplies/equipment up to 20lbs, occasionally, and/or up to 10lbs frequently. Considerable reaching, stooping, bending, kneeling and crouching.

Employee: _____ **Date:** _____

Supervisor: _____ **Date:** _____