

## POSITION ANNOUNCEMENT

<b>Job Title:</b>	Patient Access Representative/Medical Assistant
<b>Reports To:</b>	Site Manager (Coordinator; Director)
<b>FLSA:</b>	Non-exempt
<b>Days/Hours of Work</b>	This is a full-time non-exempt position. The typical work week is Monday through Friday
<b>Location</b>	Escambia Community Clinics, Inc.,/ SRCC Pediatrics

### JOB PURPOSE

The Patient Access Representative /Medical Assistant (MA) position is the first impression for patients and visitors of Escambia Community Clinics, Inc., and as a company representative must be courteous, considerate and cheerful. This position greets registers and assists all patients and visitors within a reasonable time frame upon their presentation to ECC. As a Medical Assistant, this position will also be responsible to medically triage the presenting patient to determine urgency of care. This position will also assist patients applying for the FQHC program and determining whether they are eligible for the sliding fee scale program or referring to a Financial Counselor.

### ESSENTIAL FUNCTIONS

Responsible for promptly greeting and registering the patient;

Triage the presenting patient to determine urgency of care;

Responsible for entering information into the computer, collection of monies and communicating with visitors, patient, co-workers and physicians;

Verifies Medicaid coverage through the use of the online Medicaid verification system on all potentially eligible patients;

Obtains and verifies the patient demographics, insurance and billing information and, if applicable, information for the charity application;

Counts monies in cash drawer at beginning and end of shift to ensure all monies are accounted for;

Collects money from patients and provides accurate receipts for services provided;

Assists in keeping registration area clean, neat and maintained with a professional presentation;

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Communicates with appropriate operations, facilities and supply staff any needs or requests for service area and office equipment;

Ensures the patient waiting area is neat, orderly and reports to supervisor any safety concerns;

Complete process for appropriate discharge of patient to include, but not limited to, providing patient education (providing to patient written care plan and clinical summaries of relevant visits), providing appropriate referrals to Health Center's ancillary support programs such as prescription assistance, social services, mental health, laboratory, x-ray, women's health and/or case management;

Document all required Continued Quality Improvement (CQI) data in the patients Electronic Medical Record (EMR) and request all necessary documentation to include but not limited to: smoking, PAP Smear, Mammogram, Colonoscopies/Screenings, Immunizations, dexa scans and health surveys, etc.;

Collaborate with other health care providers and provides education and/or instruction to patients and/or significant others (in accordance to HIPAA requirements);

Initiates or assists in clinic codes and CPR as required;

Participates in clinic educational programs and/or committees as requested;

Demonstrates proficiency in the operation of medical equipment related to patient care;

Remains abreast of current practices and trends as they relate to registration and patient care;

Follows Universal Precautions and OSHA guidelines;

Provides an environment conducive to safety for patients, visitors and staff;

Support operations of clinic where needed and as assigned by the Nurse Manager;

Adheres to all ECC policies and procedures (to include but not limited to Attendance, Dress Policy, Paid Time Off, HIPAA, etc.);

Maintains, keeps up-to-date and provides documentation to employer regarding all Medical Assistant certifications;

Conducts oneself at all times in a professional, pleasant and customer focused manner;

Performs other tasks as needed to ensure the continued functioning of the organization.

### **SUPERVISION**

Not Applicable

### **MINIMUM REQUIREMENTS**

Graduate from an accredited Medical Assistant Program;

Current certification appropriate to FL state Medical Assistants;

Current BLS/CPR certification.

Experience and proficiency working on computer.

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**PREFERRED EDUCATION AND EXPERIENCE**

Minimum one-year previous medical assisting experience;

Two professional references from current/former supervisors preferred.

**PLEASE EXPRESS YOUR INTEREST IN WRITING TO MADELYN**

**MAYOR, REGIONAL DIRECTOR AT [MMAYOR@ECC-CLINIC.ORG](mailto:MMAYOR@ECC-CLINIC.ORG)**

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