**Gastroenterology Associates, P.A.**

**Job Description**

**Job Title:** Certified Medical Assistant/Registered Medical Assistant

**Reports to:** Director of Clinical Services

**FLSA Status:** Non-exempt

**Last Update:** October 07, 2021

**Summary:**

CMA/RMA’s are responsible for maintaining the highest standards of care for patients seen within the office setting. Under the supervision of the Physician, Advanced Practice Providers (APP’s), or RN/LPN, he or she is accountable for the quality of nursing care provided to the patients. Highly organized and detail-oriented must be able to manage large amounts of information in a clear, thorough manner. They also need to be adaptable and able to respond quickly and adequately to constant change.

**Essential Duties and Responsibilities:**

Including but not limited to the following:

* Interview patient to verify personal information and medical history. Including but not limited to: reason for visit, vital signs, height and weight, current medications, allergies and alerts
* Setup patient for examination and assist provider if needed.
* Complete documentation in EHR for anything pertaining to labs, procedures/tests
* Under the supervision of the Physician or APP’s, prescribes new medication prescriptions and refills with the **exception** of narcotic medication.
* Follow providers instructions to complete all necessary information in EHR to get patient ready for check out
* Assist in providing information and education to patients and their families
* Performing duties like taking and returning calls to patient and clearly documents all responses to assure continuity of care
* Obtains authorization for medications prescribed according to insurance requirements
* Responsible for cleaning and stocking rooms with medical supplies
* Direct teammates when assistance is needed.
* Answer general questions about the practice and provide patients with procedure or test information.
* Assist other departments as needed

**Skills:**

* Must be able to multi task and handle obstacles with outstanding customer service skills.
* Skill in operating a computer (knowledge of EMR)
* Excellent communication skills
* Accuracy and attention to detail
* Must possess tact and diplomacy
* Demonstrates flexibility by adapting to new and changing situations and duties in order to meet patients needs effectively
* Time management skills
* Being familiar with OSHA and HIPAA regulations
* CPR certification (recommended but not required)

**Abilities:**

* Works independently
* Ability to exercise judgement and make decisions
* Ability to apply written instructions and standardized work practices
* Ability to prioritize
* Ability to handle multiple tasks in a busy environment and see them through to completion
* Must have sound judgement and problem solving abilities
* Ability to travel between offices locations
* Must be reliable
* Ability to document accurately and concisely
* Ability to perform while under stress
* Must possess sufficient dexterity to perform essential responsibilities

**Miscellaneous:**

* Supports Gastroenterology Associates Policies and Procedures
* Adheres to Gastroenterology Associates Attendance Policy
* Observes Gastroenterology Associates Dress Code
* Attends Clinical meetings
* Attends any company training (OSHA/HIPAA, customer service, computer, annual company meeting)

**Education and/or Experience:**

* High school diploma or equivalent required
* Certificate of course completion from an accredited facility required
* Previous medical office experience is preferred but not necessary
* Proficient computer knowledge
* Proficient medical terminology knowledge
* Proficient telephone etiquette

**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 stand, walk, sit, talk, hear, use hands to finger, handle, or feel, and reach with hands and arms. At times, the employee must lift and/or move up to 25 pounds.

Job Type: Full-time

Benefits:

* 401(k)
* 401(k) matching
* Dental insurance
* Employee discount
* Health insurance
* Life insurance
* Paid time off
* Vision insurance