UNIVERSITY HEALTH PARTNERS of HAWAII (UHP)

POSITION DESCRIPTION

Position Title: Medical Assistant- Rover
Date Prepared: 7/25/2016
Department: Obstetrics, Gynecology and Women’s Health
Reports to: Director of Faculty Practices Offices
FLSA Status: FT, NE
Potential Occupational Exposure to Bloodborne Pathogens: Yes

POSITION SUMMARY
Carries out daily operations of the Faculty Practice including reception duties, scheduling, transcription, release of medical information and other clerical requests. Will assist physicians with patient care. Will maintain daily operations when Faculty Practice Manager is not available and will provide coverage as needed for all faculty practice locations.

ESSENTIAL JOB DUTIES AND FUNCTIONS

Back Office/Clinical:
• Prepares, stocks and cleans exam rooms daily.
• Room patients and take vital signs.
• Assist physicians in patient care as directed including retrieving supplies, medications, comforting patients and assisting during procedures. This may include biopsies, wound debridements and intentional termination of pregnancies (ITOP).
• Organizes patient charts for physicians including verification of complete information prior to patient visit. (i.e., referral forms, prior authorizations, referring provider records, ancillary testing, lab results, pre-operative medical clearances)
• Inputs data on flow sheets.
• Participates in data collection for outcome studies.
• Completes lab and imaging requisitions, schedules procedures and maintains tracking log for results.
• Responsible for all aspects of physician office testing for CLIA waived testing. Collects specimens by finger stick procedure, performs quality assurance, performs tests, documents test results on daily log and in patient chart, reviews abnormal values with physicians, performs repeat testing as required. Monitors refrigerator and room temperatures. Meets with CLIA Laboratory Director weekly or as required, to review quality assurance and quality control documentation. Cleans laboratory, maintains equipment, handles and disposes of medical waste.
• Complete laboratory charge voucher for all office performed testing and gives to billing staff for data entry.
• Obtains blood draw from patients when needed.
• Serve as a preceptor to new employees, interns and volunteers.
• Communicates with physicians and clinic staff any urgent issues or patient relations issues impacting clinic activity.
• Informs physician of patient requests and phone calls. Documents instructions in
medical record and follows-up with patients as directed by physician.
• Receives and returns patient calls as required and communicates physician instructions as directed.
• Performs follow-up on patient no shows
• Checks and maintains inventory of supplies. Has prime responsibility for ordering medical and laboratory supplies.
• Organizes medicine supply cabinet with special attention to expiration dates of medicines. Documents distributions of samples as required by state rules.

Front Office/Receptionist:
• Greets, receives and welcomes patients.
• Assures cleanliness and orderliness of reception and waiting rooms.
• Obtains Information release authorization form from patients.
• Notifies patients and obtains appropriate waivers as necessary.
• Obtains accurate insurance and demographic information from patients, checks eligibility.
• Registers patients in the electronic registration system.
• Answers phones. Triage patients for urgency of care. Directs patient to appropriate medical care when the physician is not in the clinic.
• Takes messages and assures prompt delivery of messages.
• Schedules patients for clinic location.
• Calls patients to remind them of appointments.
• Reminds patients to schedule upcoming appointments
• Schedules patients for ancillary procedures as required.
• Reminds patient of and collects patient balances; notifies patients of estimated balances for future services.
• Able to verify cash box fund.
• Able to prepare cash deposit and documentation at the request of the Clinic Manager
• Coordinates physician schedules for patient appointments; is responsible for maintaining physician calendars with regard to clinic patient hours, surgery, meetings and other University and UCERA related assignments.
• Process patient referrals
• Completes consult request forms for new and established patients
• Prepares hospital documentation including consent forms at the request of physician
• Coordinates and assists with transcription process including mailing of reports to referring physicians
• Assembles patient medical record chart and files records/forms in chart.
• Pulls charts for daily schedule and files charts. Assists with filing of reports, progress notes, and other documents into the patient chart.
• Maintains active and inactive patient charts; retrieval and storage of inactive charts.
• Communicates with physicians and clinic staff any urgent issues, patient relations

UCERA (dba University Health Partners of Hawaii) is an EEO/AAP employer and as such all qualified applicants will receive consideration for employment without regard to their protected veteran status and will not be discriminated against on the basis of disability.
issues impacting clinic activity.

- Informs physicians of no-shows and documents in medical record as instructed by physician.
- Confirms medical student schedules with participating physician.
- Handles/processes clinic mail.
- Assists with office clerical functions including correspondence, check requests, orders.
- Maintains appropriate inventory levels of forms and supplies used in the reception area.
- Assists staff members with photo copying, filing, typing, and ordering as assigned.
- Assists with billing follow-up as requested by the UCERA Billing Department, i.e. records requests, confirmation of patient demographics, etc.
- Is a resource for physicians and staff with regard to UCERA procedures, insurance requirements, hospital procedures and building procedures.
- Works task work queues as assigned.
- Provide coverage as needed for all faculty practice locations.
- Complies with all legal requirement and company policies.
- Performs other duties as assigned.

QUALIFICATION REQUIREMENTS

Education/Training
Minimum:
- High School Diploma or equivalent
- Certified Medical Assistant
- CPR Certified

Preferred:
- Associates Degree

Experience
Minimum:
- Medical assisting/office experience

Preferred:
- Three years medical assisting/office experience in related specialties and subspecialties

Skills Knowledge
Minimum:
- Excellent verbal, written and interpersonal communication skills.
• Excellent organizational skills.
• Knowledge of medical terminology.
• Strong customer service skills.
• Familiarity with CLIA regulations for waived tests.
• Familiarity with OSHA regulations for bloodborne pathogens.
• Phlebotomy skills.

Preferred:
• Understands patient confidentiality laws (HIPAA) and medical information release procedures and laws

Factors for Success in the Position
• Able to keep current with and satisfy HIPAA and OSHA regulations
• Accurately takes and transcribes messages and data.
• Must be able to communicate with adolescents, adults, and elderly patients.
• Participates as a team member.
• Ability to maintain patient confidentiality at all times.
• Sensitivity to culturally diverse patient population.

EQUIPMENT USED
• Standard office equipment (phones, typewriter, computer, copier, fax)
• Computer system with the following software: IDX & EPIC
• Various laboratory testing equipment
• Ultrasound equipment

JOB CONDITIONS
• Normal working conditions, indoors, air-conditioned.
• Routinely works with blood with potential exposure to bloodborne pathogens.
• Usual hours are Monday-Friday, 8:00 a.m. to 5:00 p.m. Hours may be flexed to accommodate clinic schedules and duties may require extended hours.
• Duties may require extended hours.
• Requires frequent travel between clinic locations

MENTAL AND PHYSICAL DEMANDS
• Working with minimal supervision; attention to detail, accuracy and concentration.
• Ability to maintain calm composure while performing multiple tasks.
• Frequent sitting, standing, walking and bending
• Lifting up to 50 lbs.
• Pushing patients in wheel chair when needed and assisting patient on/off exam tables.
TERMS OF EMPLOYMENT
Position is located in the University Women’s Health Specialists Faculty Practice Offices and is available immediately, subject to terms of employment, job performance and/or continued funding.

Employment is “at will” and can be terminated at any time, either by the employee or UHP, with or without cause or reason and with or without notice.

INTERESTED APPLICANTS

Qualified applicants are required to email a cover letter, resume, salary requirements, employment application and verification consent form to jobs@ucera.org or fax at 808-536-7316.

https://uhphawaii.org/