**JOB DESCRIPTION**

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| **Position:** | **Certified Medical Assistant (CMA)-Chronic Care Management** |
| Department: | Clinical Services |
| Reports to: | Chief Clinical Services Officer |
| FLSA Status: | Non-Exempt Position |
| Grade: | 5 |

**GENERAL PURPOSE:**

Certified Medical Assistants are multi-skilled practitioners who provide medical support services to the clinical services department under the supervision of a Clinician as part of a care team to ensure a smooth flow of patients through the Phamily platform and are viewed by Clinicians as vital partners in increasing medical office productivity.

**MAIN RESPONSIBILITIES AND DUTIES:**

1. Assists patients calling and visiting the clinic
2. Calls and texts patients to timely to promote continual flow of patients through the Phamily platform
3. Reviews vital signs, height, and weight
4. Makes referral appointments and maintains in Phamily platform
5. Provides patient information about laboratory specimens
6. Calls and texts patients at provider request
7. Enters patient with designated problems into tickler file per protocol
8. Maintains tracking in Phamily platform
9. Maintains daily EHR worklist
10. Under direct clinical direction of the overseeing clinician where necessary, assists with patient care and other medical services
11. Creates Care Plans and updates in Phamily platform
12. Conducts medication reconciliation
13. Initiates prescriptions orders or drug refills upon review and approval of the overseeing clinician and calls in routine refill prescriptions that are “exact” meaning having no changes in the dosage levels to a pharmacy
14. Under the direction of the clinician and with Standing Orders, may enter medication, laboratory, and radiology orders into the Electronic Medical Record
15. Provides patient educational handouts
16. Administer immunizations and performs Standing Orders per protocol if covering in the clinic, outreach event, or in an emergency
17. Utilizes appropriate technique in administering injections
18. Under the direct clinical direction of the Clinical Services Officer, assists with other medical services
19. Follows infection control per Clinical Policy and Procedure guidelines
20. Records timely in EHR per the corporation’s policy and procedure
21. Initiates Advanced Directives and updates as appropriate per policy and procedure for PCMH
22. If covering in the clinic, cleans, autoclaves, and sterilizes instruments, equipment, etc., used in clinic
23. If covering in the clinic, performs control tests of certain laboratory equipment
24. If covering in the clinic, prepares and stocks exam rooms
25. If covering in the clinic, enters patient data into clinic tracking system
26. Maintains professional growth by attending all meetings and in-service trainings
27. Participates in Total Quality Management (TQM) activities and staff meetings
28. Treats all clients, staff and the community with respect and courtesy
29. Utilizes effective means to resolve conflict
30. Utilizes effective verbal and written communication skills
31. Flexibility to work at other Ampla Health sites as needed
32. Performs other duties assigned by supervisor

**QUALITIES & CHARACTERISTICS**

1. Maintains a professional relationship, and positive attitude with co-workers, the public, patients and all Ampla Health’s staff, Board of Directors, and vendors
2. Maintains the highest professional ethics and is honest in dealing with people, is a model for all employees through his/her actions
3. Strives to learn more and is receptive to new challenges and opportunities
4. Displays enthusiasm toward the work and the mission of Ampla Health

**PROFESSIONAL KNOWLEDGE, SKILLS & ABILITIES**

1. High School Diploma or GED required
2. Completion of a Medical Assistant Training Program
3. Medical Assistant Certification (CMA) required
4. Current CPR certification required
5. Effective communication skills. Adept at dealing with people in person, text, or in telephone contacts
6. Neatness and accuracy in performing tasks
7. Ability to use discretion in situations dealing with confidential patient health information
8. Effective time management skills
9. Familiarity with primary care outpatient clinic procedure (desirable)
10. Demonstrate clear knowledge of Ampla Health’s clinic structure, standards, procedures, and protocols

**COMMUNICATIONS SKILLS**

1. Must have neat and legible handwriting
2. Must be able to interact with patients courteously and calmly
3. Ability to communicate well with the public

**WORKING CONDITIONS & PHYSICAL REQUIREMENTS**

Works well with patients in a generally comfortable office environment. Employees must possess the following physical requirements:

1. Must be able to lift up to 40 pounds and push up to 100 pounds (on wheels)
2. Able to work on feet most of the day without tiring
3. Must be able to hear adequately to auscultate blood pressure
4. Must have vision which is adequate to read increments on tuberculin syringe accurately
5. Must be able to reach above shoulder level to work. Must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn
6. This position has exposure to Aerosol Transmitted Diseases (ATD) and Blood Borne Pathogens (BBP)

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| EMPLOYEE NAME(PRINT) |  | EMPLOYEE SIGNATURE |
|  |  |  |
| DATE |  |  |