

Job Description
Medical Assistant-Float

Department: Key Medical Services

Reports to: KMS Clinical Supervisor

FLSA Status: Non-Exempt

Employment Status: Full Time

Shift/Time: Monday-Friday, 8:30-5pm, potential weekend/holiday on-call rotation

Position Summary:

This role will be based at Key Medical Services but will float to other areas of the organization to aid in the facilitation of care for patients through direct patient care, care coordination and other support services. In order to excel in this role and as a member of the organization, medical assistants need to demonstrate excellence in the following areas.

Position Responsibilities:

- Role Specific:
 - Completes scheduling, patient registration, check-in, and check-out accurately and efficiently.
 - Triage and manages phone calls appropriately and with a high level of customer service.
 - Collects patient information, vitals and measurements accurately and efficiently.
 - Assists in medication administration and other clinical duties as necessary.
 - Completes referrals, authorizations and other supportive paperwork and appointment scheduling.
 - Documents clearly and concisely.
 - Provides general clinical and administrative support to providers and teammates.
- Customer Service
 - Provides excellent customer service to patients, visitors and teammates.
 - Demonstrates compassion, patience and helpfulness.
 - Treats everyone with respect and kindness.
- Professionalism:
 - Completes tasks in a timely and accurate manner.
 - Prioritizes tasks well and maintains a high level of organization.
 - Demonstrates critical thinking skills.
 - Ensures the privacy and security of protected health information and other confidential information.
 - Demonstrates a high level of integrity.
- Teamwork:
 - Creates and maintains a positive, team-oriented work environment.
 - Assists in the development, review and revision of departmental policies and procedures and participates in other process improvement activities.
 - Demonstrates flexibility and adjusts to change as needed to optimize workflow.
 - Performs other duties as directed by leadership to ensure optimal business operations.

Required Skills and Abilities:

- Effectively communicate, verbally and in writing.
- Effectively utilize relevant software systems.
- Work in a multi-disciplinary team environment
- Be flexible and adaptable to changes in priorities, work environments and other interruptions that arise when working in a dynamic environment.

Experience and Education:

- Must have successfully completed a Medical Assistant certification program
- A minimum of 2+ years of experience preferred

The Job Summary, Responsibilities, Skills and Abilities listed in this Job Description are representative only and not exhaustive of the tasks that an employee may be required to perform. The Organization reserves the right to revise this Job Description at any time.