



Position Information:

Position Title	Medical Assistant
Wage/Salary Range	\$16.36-24.13/hour DOE
FLSA Status	Non-exempt, hourly
Employment Status	20-40 hours per week, negotiable
Probationary Period	12 months
Training Period	2 months
Primary Location(s)	1 position for Rainier 1 position for Vernonia Rainier and St. Helens locations for training and fill-in
Secondary location(s)	Fill-in at other CHS locations as needed
Supervisor	Clinic Manager

Position Description Summary

The Medical Assistant is part of a team that provides care for Columbia Health Services' health center system. The CHS primary care system consists of two community health centers and two school-based health centers. CHS health centers strive to provide comprehensive, whole-person care by maintaining School-based health center and Patient-Centered Primary Care Home Standards.

The ideal candidate will have pediatric experience and experience with electronic health records; CHS uses OCHIN Epic. This candidate will also possess flexibility and effective communication skills.

CHS offers medical, dental insurance, generous employer-match 401K program, 11 paid holidays, and generous paid time off benefits package.

Job Duties:

Key Accountability	Laboratory and Immunizations
Duty Statements	<ul style="list-style-type: none"> Assess individual student immunization data; give immunizations; record information in electronic medical records and order new vaccines; Serve as Immunization Support; monitoring vaccine temperature, expiration, tracking and other requirements as required by the Oregon Health Authority Immunization Department; Perform laboratory procedures such as urinalysis and strep cultures.
Approximate Percentage of time	40%
Performance Standards	<ul style="list-style-type: none"> Laboratory QA checklists are completed monthly Fewer than two expired items found during clinical audits Lab controls completed and logged per package insert protocol



Key Accountability	Preparing patients for exams
Duty Statements	<ul style="list-style-type: none"> • Obtain vital signs and prepare patients for exams; • Document medical information in the patient records and file test results; • Perform basic office operations; • Communicate with provider after rooming patient regarding vitals and discussion around the main reason for the visit; • Perform clinical procedures within scope and practice of training and certification; • Under the direction of the primary care provider, administer medications, including oral, topical and injections.
Approximate Percentage of time	35%
Performance Standards	<ul style="list-style-type: none"> • Collect height and weight at every encounter • Documentation shall be kept in electronic system and be legible; • Rooming established patients should take 10 minutes or less (measured by random audits) • Rooming new patients should take 15 minutes or less (measured by random audits) • Response to patient requests must be timely (within 24 hours/1 business day), measured through chart review; • Shall not have more than one actionable complaint per year.

Key Accountability	Data Management
Duty Statements	<ul style="list-style-type: none"> • Ensure proper documentation is maintained pursuant to quality assurance guidelines; • Keep records and generating data needed; • Identify service billing codes for services provided and assist in billing process; • Use the computer systems to input ICD-10 and CPT codes for statistical purposes.
Approximate Percentage of time	5%
Performance Standards	<ul style="list-style-type: none"> • Fewer than 2 coding/billing errors per month

Key Accountability	Reception
Duty Statements	<ul style="list-style-type: none"> • Answer telephones and schedule appointments; • Troubleshoot with patients regarding their questions or concerns; • Register patients and their families.



Approximate Percentage of time	20%
Performance Standards	<ul style="list-style-type: none"> • Fewer than 2 registration errors per month (as monitored by Billing Specialist) • Response to patient requests must be timely (within 24hours/days) • Cash reconciliation must be completed at least 95% of business days; • Must store records and supplies to required standards at all times; • Must complete tasks within the predetermined deadline; • Documentation shall be kept in electronic system and be legible. • Achieve and maintain patient satisfaction of 90% or higher for customer service at reception

Expectations for all staff include:

- Ability to work well with internal (coworkers, patients) and external (community partners) people is essential
- Utilization of agency tools and resources to maximize efficiency is critical (Google calendars, online order requests, email lists, etc.)
- Shall uphold the code of ethics in every interaction
- Shall represent PH professionally by being prepared, arriving on time, being engaged in the activity, and communicating factual information
- Must pass all site reviews
- Take responsibility for requesting additional training needs immediately
- Expected to keep workspace functional, sanitary & presentable for others to use
- Attend monthly staff meetings and quarterly program meetings.
- Maintain strict confidentiality of all patient information at all times.
- Other duties as assigned.

Physical Requirements May Include:

In an eight-hour day the employee may:	Employee may use hands for repetitive:	Employee may need to occasionally:
Stand/ Walk 1 - 4 hours	Single grasping	Bend/Squat
Sit 5 - 8 hours	Pushing and pulling	Climb Stairs and ladders
Drive 1-3 hours	Fine manipulation	Lift up to 30lbs.

Noise level in the work environment is usually moderate.

Minimum Education Level Required	<ul style="list-style-type: none"> • High School diploma required. • Graduate of an accredited Medical Assistant program or other licensure required • Receive and maintain valid CPR/First Aid Certification. • Access to reliable transportation
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Minimum experience level required	Prior job related experience in health care field, particularly primary care, preferred.
Amount of supervision received by the employee	Medical supervision is provided on-site at all times by the provider (Nurse Practitioner or Physician). Personnel/HR supervision is provided by phone and in-person by the Clinic Manager.
Analytical skill required	Employee will need to use training and best judgment to make practice-level decisions within scope of license.
Level and budget volume of financial responsibility/accountability	Financial responsibility is limited to collection of patient payments and donations, and reconciliation of payments at the end of each day.
Impact of actions carried by this position	Medical Assistant is the first point of contact to all patients and most community partners. First impression is critical to the retention of patients and therefore the success of the clinic.
Diversity and complexity of the supervision exercised	No supervision responsibilities
Scope of the human resources impact of this position	No HR responsibilities
Level and Nature of internal contacts	Teamwork is expected amongst coworkers, with communication in-person, by phone and by email.
Level and Nature of external contacts	External contacts include school personnel, parents and patients.

Employee

Signature Date

Supervisor

Signature Date

Director

Signature Date