

Certified Medical Assistant

Job Description: The Certified Medical Assistant is responsible for rooming patients and assisting physicians, Nurse Practitioners, LPNs and RNs at CHP's Medical Practice site as requested. The Medical Assistant contributes to a work environment that is innovative, caring and collaborative and supports the mission and vision of CHP and compliance protocols

Responsibilities/Duties:

- Welcomes and escorts patient to exam room and preps patient for visit; directs patients following visits
- Accurately obtains and records patient's vital signs, weight, height, etc.
- Accurately completes documents related to patient visit (for insurance billing/follow up care)
- Assist providers with exams, diagnostic or therapeutic procedures as requested.
- May performs EKG's on selected patients after appropriate training and competency training.
- Prepares laboratory request forms and ensures accurate labels and records on all specimens.
- May deliver specimens to designated areas.
- Retrieves lab results and x-ray reports etc as needed.
- Performs patient intake to assist practitioner in directing patient care per written protocol.
- Communicates with outside agencies as directed by the practitioner.
- Retrieves x-ray reports as needed. Obtains results of lab and other diagnostic procedures when requested
- Cleans and restocks exam and treatment rooms as needed.
- Ensures follow-up booking and scheduling for patient as required by patient care plan.
- Accurately obtain information from patient's to ensure patient is appropriately triaged per protocols.
- Answers patient's call to ensure timely response to their issues.
- Changes /updates service profiles to accommodate practitioners scheduling needs.
- Pre-registers patient at time of appointment scheduling
- Answers, screens, and routes outside calls to appropriate areas.
- Supplies information to callers and records messages.
- Performs clerical duties as requested.
- Professional manner; approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position.
- Safety and Security - Observes safety and security procedures.
- Ability to travel to all sites as assigned.

Knowledge and Skills:

- Maintains confidentiality
- Customer service – manages difficult or emotion client/patient situations
- Strong ability to multi-task
- Meets commitments and is punctual; strong work ethic; ensures work responsibilities are covered when absent
- Flexible – willing to step in when needed and cross trained for additional administration / medical reception coverage

Education/Experience:

- Massachusetts medical assistant certified required
- CPR is required
- Electronic record and medical office experience plus

Position: full-time; benefits eligible

Location: Pittsfield, MA

Compensation: Salary is commensurate with experience