

Medical Office Assistant (Enhanced)

- A.** Primary Purpose of Organizational Unit: The agency provides public health services to the citizens of Jones County. Our mission is to preserve, protect and promote the general health and well-being of the community. Services are delivered in categorical programs such as, but not limited to Adult Health, Child Health, Maternal Health, WIC, and Communicable Diseases.
- B.** Primary Purpose of Position: The purpose of this position is to perform clerical and sub-professional health services in the agency. These duties may involve assisting mid-level provider(s) and nurses, while performing laboratory functions and outside referrals for care. Clerical duties include copying educational packets for specific patient populations under the direction of a nurse or educator, filing, and maintaining the clinical inventory. May also provide marginal support to the WIC Department in laboratory functions or clerical duties.
- C.** Work Schedule: The normal work schedule is Monday - Thursday 8 a.m. to 5 p.m. with one-half hour for lunch, and Friday 8 am to noon. Occasional night and/or weekend duty could be required in special circumstances. During times of emergency operation, the employee may be required to work shift hours in accordance with incident action plans of the county/agency.
- D.** Change in Responsibilities or Organizational Relationship: Change in responsibilities to include more advanced sub-professional services in the agency and coordination of the Medication Assistance Program (MAP).

Description of duties and responsibilities:

40% Coordinate Medication Assistance Program

- Work with clients to see if they qualify for medication assistance
- Contact pharmaceutical companies to coordinate medication assistance
- Follow-up with clients and pharmaceutical companies to ensure availability and compliance
- Coordinate with clinic staff to identify potentially eligible clients
- Maintain auditable records of medication assistance program activities
- Document and keep clinical providers updated on status of medication procurement/inventory

30% Clerical Duties

- Initiate and follow up on referrals as delegated by professional staff (mid-level provider, nurses) and ensure client is aware of any scheduled appointments initiated by these referrals.
- Assist with enrollment into various programs (BCCCP, Maternal Health, Family Planning)
- Scan and file records and/or results into client electronic health record
- Maintain clinical inventory system, submit orders internally to Accounting Technician, verify and store supplies once received.
- Assist with client follow up with direction from professional personnel
- Schedule appointments and call clients for appointment reminders/missed appointments

25% Clinical Duties

- Obtain vital signs and perform hearing and vision screening and obtain abbreviated medical histories
- Assist professionals in procedures as requested (EKG, pap smear, etc.)
- Stock and clean exam rooms and other areas in the clinic
- Perform waived laboratory tests (hemoglobin, urinalysis, etc.)

5% Other Duties as Assigned

Other Position Characteristics

1. Accuracy Required in Work: A high degree of accuracy is required to perform the duties and responsibilities of this position. Must know and understand medical terminology, understand scope of work and stay within those boundaries, maintain appropriate information in correct patient charts, and relay information to higher appropriate clinical staff. Also of importance is having a clear understanding of protocols and procedures, not only from a medical standpoint, but as it relates to maintaining inventory control.

2. Consequence of Error: Errors in medical referrals could result in inappropriate care to clients, monetary and monetary loss; Errors in inventory control can result in inadequate supply for clinical care as well as monetary loss; Giving inaccurate information to other staff could result in faulty decision-making on their part; Providing inaccurate information to patients can cause a loss of trust with agency as well as inadequate care.

3. Instructions Provided to Employee: Orientation and on-going job training is provided by clinical staff for both clinical and clerical duties. Some-on-the-job education may be required to meet primary health plan policy and procedure related to managed care referrals. When given assignments, the employee in this position must be able to structure and plan work to some degree of independence in order to stay abreast of daily duties and goals of the agency.

4. Guidelines, Regulations, Policies and References Used by Employee: State and county personnel policy, local agency policies and procedures related to lab procedures, programmatic guidelines, and information security policy, in addition to third party prior authorizations for referrals are required.

5. Supervision Received by Employee: Supervision is from the Nursing Supervisor. Once the initial training period is lapsed, the employee is expected to perform daily activities as assigned by the Clinical Manager. It is expected that the employee will ask for assistance when handling new or difficult situations.

6. Variety and Purpose of Personal Contact: Will interact with children and adults for procedures and history. Will interact with other medical agencies in performing referrals. Must be tactful and professional with all interactions.

7. Physical Effort: Medium level of physical activity is required, primarily in the work of walking, bending, sitting, and occasional light lifting. The ability to respond quickly and accurately is essential.

8. Work Environment and Conditions: Most work is performed in an office environment and/or clinical space at the health department. Occasionally community clinics and projects will take the employee to community buildings. Office space is well equipped, climate controlled, and well lighted. No hazardous environmental conditions exist. Very rarely clients may verbalize dissatisfaction or become angry.
9. Machines, Tools, Instruments, Equipment, and Materials Used: Computer, telephone, copy machine, fax machine, scale, stadiometer, laboratory equipment (hemoglobin and urinalysis machines), blood pressure cuff, stethoscope, electrocardiography equipment are all used
10. Visual Attention, Mental Concentration, and Manipulative Skills: Attention to detail is critical because of the need to perform tasks with a high degree of accuracy and to alleviate the potential for adverse consequences to the clients and agency.
11. Safety for Others: The employee must ensure that safety protocols are followed at all times, and must assist with evacuation if needed.
12. Dynamics of Work: The individual in this position must have good communication skills, meet short timeframes and perform work with accuracy. There is frequent contact with other staff and with clients.

Knowledge, Skills, and Abilities and Training and Experience Requirements:

General knowledge of office or work unit procedures, methods and practices; General knowledge of and ability to use correct medical terminology and agency abbreviations; Ability to learn and apply guidelines; Ability to learn and use a variety of office equipment; Ability to work with people with courtesy and tact; Ability to gather, record and compile information based on general guidelines

Minimum Training and Experience: Minimum Training and Experience High school or General Educational Development diploma, completion of a one-year formal training course in medical office assisting at a community college or technical institute; or High school or General Educational Development diploma and a combination of one year of clerical and health/dental related experience; or an equivalent combination of education and experience.

Additional Training/Experience: Billing and Coding Experience Preferred

License or Certification Required by Statute or Regulation: Nurse Aide I or II license verification by the NC Board of Nursing within four months of employment