

Position Overview: The position of Medical Assistant functions as the primary clinical support to physicians and patients who are seen, served, and treated by Ear Nose & Throat Associates (ENTA). The Medical Assistant is responsible for a myriad of clinical duties and responsibilities as outlined below. On occasion, the Medical Assistant may also be asked to perform non-clinical responsibilities to ensure continuity of operations throughout ENTA. The incumbent must have completed and graduated from a recognized Medical Assistant educational training course or have acquired qualifying skills, as evaluated by ENTA, through medical/clinical work experience.

Flexibility: While this Job Description is meant to provide an overview and specific responsibilities for the Medical Assistant, ENTA Management reserves the right to make changes, adjustments and revisions, as needed, to this document and will coordinate such modifications with the Clinical Manager.

Supervision: The Medical Assistant reports directly to the Clinical Manager.

Physical Demands: Coordination, manual, and physical dexterity sufficient to properly and adequately use various items of medical equipment and office equipment as required of the position or directed by the Clinical Manager. The position may involve sitting, standing, bending, and stooping. Incumbent must also be able to assist patients in transferring from a wheel chair to an exam room chair, when necessary. Responsibilities may also require the incumbent to travel between ENTA offices for support purposes. The incumbent must also be capable of lifting up to 25 pounds.

Working Conditions: Normal medical office environment, which may involve dealing with a high traffic volume of people and stressful situations requiring the ability to think clearly; respond quickly; and to be able to perform multiple tasks simultaneously.

Summary of General Duties:

- Greets patients and directs to room for Physicians visit.
- Updates or populates patient chart with relevant medical data
- Starts office note in EMR, per physician request, and have available X-Rays, labs, CT's, MRI's, reports and dictation for Physicians.
- Assist Physician with any procedures.
- After visit, direct patients to checkout.
- Responsible for cleaning and maintenance of instruments and equipment.
- Reorders and maintains inventory as necessary.
- Fields triage calls from patients; facilitates medication requests; communicates with Physicians regarding patient status; and schedules appointments when needed in the EMR.
- Documents in the EMR any pertinent patient communications.
- Responds to tasks created in the EMR and is responsible for communicating any patient concern to the appropriate Physician, bringing any relevant data that will guide physician in the decision making process.
- Directs hospital referrals to the appropriate physician on call.

Summary of Specific Duties:

- Greet and room patients. Make patients as comfortable as possible.
- Verify medications, allergies, past surgeries, past medical history, and reason for visit. Chart in the EMR appropriately. If a paper chart exists, ensure that all relevant data is gathered from chart and is reflected on the face sheet. This chart will be sent for scanning once the visit is complete.
- Obtain vitals, enter into EMR, and start office note, following protocol for each doctor, being aware of individual preferences.
- Ensure reports of films and other diagnostics are in the electronic chart for review with patient during visit. Call up images from websites as necessary.
- Provide items Physician needs for exam including scopes, instruments, etc.
- Assist patient to checkout when necessary. E-Prescribe medications when directed by physician. Facilitate refills when appropriate.
- Clean rooms and remove instruments/exam items after each patient. Set up tray to physician preference.
- Ensure there are enough clean instruments in the exam rooms for Physician use.
- Autoclave instruments as necessary, run and mail in Passport Spore check once a month. If passport fails, notify supervisor ASAP to have autoclave sent out for repair, then rerun passport upon return.
- Sterilize scopes.
- Clean rooms and work areas daily, weekly, and monthly according to schedule and restock. Initial cleaning schedule form and keep up to date.
- Answer patient questions or refer to Physician.
- Take triage calls and form complete note to task or discuss with physician, depending on physician location. Call patient with advice from Physician and E-prescribe pharmacy with orders, or whatever other appropriate action that has been directed by the Physician.
- Keep track of films coming into office. Check to see if patient has an appointment and if written report has been scanned into the EMR yet. Locate fax if it hasn't.
- Notify Clinical Manager of any problems with patient care. Direct computer issues to the Director of Operations and Procurement. Direct Greenway problems to the Training Manager.
- Keep files up to date: Biohazard slips for each pickup date in file drawer at nursing station. Represent ENTA when State Health Department does Annual Inspection. Walk through with inspector (Health Department only- OSHA or HIPAA call supervisor and wait for her to arrive) and show through rooms with Biohazard containers, Biohazard waste box, and State Biomedical waste plan (64E-16) in OSHA book.
- Respond to any other requests from Physicians or management team as appropriate.
- Be a team player: look to see how you might assist fellow MA's or front staff during daily operations to ensure a smooth flow of clinic hours.
- Always represent ENTA and its staff and Physicians in a professional, courteous and respectful manner on or off property.