

The Telephone Triage Medical Assistant Job Description

The Telephone Triage Medical Assistant will be referred to from here forward as **The Telephone Triage MA**. **The Telephone Triage MA** must be extremely skilled at listening to what patients tell them. They must hear not only what the patient says, but also have the ability to interpret such subtle indications as the tone of voice, hesitations or incomplete responses. **The Telephone Triage MA** should also know what questions to ask, if the patient requires an appointment or other care. **The Telephone Triage MA** develops an assessment of the problem based on a conversation with the patient. In many instances, **The Telephone Triage MA** might deal with a wide spectrum of medical questions. One of the primary functions of a **The Telephone Triage MA** is to determine the patient's need. **The Telephone Triage MA** must have excellent verbal communication, critical thinking, teaching, clinical, and assessment skills.

Core duties listed in this job description are not limited to the following list. Core duties will evolve at the direction of the practice manager.

Core Duties:

1. Answer all incoming calls
2. Triage need of patient
3. Make appointments when appropriate
4. Voicemail: Document and return all calls within 2 hours
5. Create TE on patient request and complete request if possible.
6. Follow up on all created TEs within 24 hours and close
7. Back up front office check-in and check-out

Requirements:

1. 3+ years as a working certified Medical Assistant experience
2. 2+ years of EHR experience
3. Excellent customer service skills
4. Able to sit for extended lengths of time
5. Be detailed oriented
6. Able to follow instructions
7. Able to multi task and handle multiple phone lines without assistance
8. Able to keep accurate phone logs