

JOB TITLE: Medical Assistant
DEPARTMENT: Clinic Office
FLSA STATUS: Non-Exempt
REPORTS TO: Office Manager



ABOUT THE COMPANY:

Richmond Gastroenterology Associates, Inc. (RGA) has been serving the greater Richmond community since the late 1970s. We provide superior service at every encounter, every day. We are Passionate about Prevention.

COMPENSATION & BENEFITS:

RGA is an *Equal Employment Opportunity* employer. We value our employees' time and talent and offer a competitive compensation and benefits package for full-time employees, which includes medical, dental, vision, basic and optional life insurance, long-term disability, flexible spending accounts, health savings account, 401(k) profit sharing, paid holidays, paid time off, tuition reimbursement, a competitive salary, and an enjoyable work environment.

ABOUT THIS POSITION:

The Medical Assistant partners with the Clinical Care team to provide an exceptional patient experience. Our Medical Assistants are responsible for keeping the clinic running smoothly, the physician working efficiently, and assisting with day-to-day clinical duties such as taking vitals, rooming patients, and handling other clinical and clerical duties. The Provider's Representative is responsible for a variety of patient care tasks and is the primary liaison between the patient and the provider(s).

ESSENTIAL JOB DUTIES:

The Essential Job Functions are:

- Greets patients in a friendly, caring manner and facilitates office visits. Obtains vital signs, current and accurate medical history, medication lists, allergies, and other relevant information; updates the electronic health record (EHR).
- Ensures the providers' schedules are managed efficiently, optimally filled, patients are scheduled correctly, appointments confirmed, and wait lists available to fill gaps."
- Reviews schedule prior to clinic, prepares medical records to include primary care physician (PCP) office notes, previous procedure, radiology, and lab results.
- Assists with clinic and patient flow, including but not limited to preparing exam room sanitizing, escorts providers during examination, dispensing and documenting sample medications as authorized, completed orders for patient education, referrals, follow up testing, and appointments.
- Schedules endoscopic procedures, diagnostic tests and office visits for the physicians as per established office protocols, including utilization of electronic health record (EHR).
- Handles patient phone calls in a timely manner and documents in electronic health record (EHR).
- Manages all gGastro queues (inbound faxing, outbound faxing, direct messaging, results, recalls, & patient portal messaging) as well as assigned tasks.
- Works collaboratively with Physicians, Advanced Practice Providers (APP), business/ billing office staff, and all other members of the healthcare team to optimize patient care.
- Communicates procedures information to primary care physicians (PCP), procedure posting department, business/billing office, and patient. Initiates prep tasks in a timely manner, per policy.
- Provides education on treatment, procedures, medications, diets, and provider instructions.
- Verifies insurance benefits and obtains necessary pre-certification/pre-authorization, per policy.
- Documents and/or scans necessary patient demographics, medical records, and/or insurance information.
- Assists in solving patient, physician, and departmental concerns or complaints in a timely manner. Escalates to supervisor or manager as appropriate.
- Maintain inventory of medical supplies, linen, and approved educational material needed to provide care to patient. Insures appropriate and adequate levels of supplies are present in exam rooms by routinely assessing and restocking exam rooms on a daily basis. Communicate low par levels to supervisor.

Responsibilities related to compliance and work habits:

- Upholds patient confidentiality, HIPAA and OSHA rules and regulations
- Responsible for compliance and adherence with any necessary infectious disease policies and regulations and guidelines as mandated by local, state, and/or federal regulations
- Maintains a safe work environment
- Timely completion of all compliance training and testing

Responsibilities related to company mission, culture, and engagement:

- Actively engage in RGA C.A.R.E.S. – Compassion, Accountability, Respect, Empowerment, and Service
- Actively participate in achieving the company's Mission, that being to optimize the health of our patients and community by providing compassionate, state of the art care to adults with digestive and liver disease
- Adhere to the company's Code of Conduct, to conduct business with honesty, integrity, and in an appropriate manner for services provided, while ensuring that its business arrangements comply with relevant state and federal statutes and regulations
- Consistently work on ways to engage our patients, improve their care experience and maintain strong relationships with referring physician offices and other referral sources. Create an environment of trust and healthy working relationships.
- Exemplify a "can do" attitude and commitment to excellence

QUALIFICATIONS & CERTIFICATIONS:

- High School diploma or equivalent required
- Ability to communicate oral and written ideas and plans effectively
- Knowledge of medical terminology, ICD-10 and CPT coding required
- Knowledge of HIPAA and OSHA rules and regulations
- Microsoft Word, Excel, and Outlook experience and proficiency
- Demonstrates good judgment in handling situations
- Must be a Licensed Healthcare Professional, i.e., Certified/Registered Medical Assistant.
- Must have excellent communication skills, verbal and written, proper use of grammar, spelling, punctuation
- Ability to adapt to changing healthcare environment and lead by example
- Exceptional customer service and communication skills, verbal and written
- Knowledge of insurance carrier requirements and correct coding procedures
- Ability to multi-task in a fast-paced environment

MENTAL AND PHYSICAL REQUIREMENTS:

- Ability to work well under pressure with diverse groups of professionals and physicians
- Ability to multi-task in a fast-paced environment, which may include frequent interruptions
- Must demonstrate sensitivity to cultural differences within team and community
- Work may involve prolonged periods of sitting, standing, reaching and the ability to push or pull items weighing 30 pounds or less.
- Required to operate computer keyboard, mouse, and monitor