



Position Title: Medical Assistant

**Position Summary:** Medical assistant performs routine administrative and clinical tasks to support the delivery of psychiatry services. The medical assistant works closely with the psychiatric team to prepare for the day's schedule of patients, meet with patients to gather vital signs and medical histories, assist with care coordination needs, maximize psychiatry schedules and support the smooth, efficient delivery of high quality services utilizing best practice standards.

**Qualifications:**

**Education:** High School Diploma or equivalent; Medical assistant training from a CAAHEP or ABHES accredited program

**License:** CMA Certification preferred

**Experience:** 1-3 years of experience in a behavioral health agency preferred

**Skills:**

- Ability to work collaboratively with an interdisciplinary team to assure coordination of care
- Ability to navigate an electronic health record
- Strong oral and written communication skills
- Problem and conflict resolution skills
- Organizational skills
- Ability and willingness to conduct self in professional and ethical manner
- Infection control
- Client-centered focus
- Cultural Sensitivity

**Performance Requirements:**

- Upholds and follows the agency core values of integrity, empowerment, inclusivity and innovation in all aspects of the position.
- Creates a welcoming, respectful, and safe environment.
- Shares ideas and concerns in a constructive and respectful manner.
- Follows rules and requirements of all federal, state, local, and accrediting bodies.
- Ability to work with and provide a relevant range of direct and indirect service modalities for children, adolescents and adults.
- Prepares for the day's patient schedule
- Verifies patient information by interviewing patient, recording medical history
- Gathers vital signs, interim history and updates clinical record
- Monitors completeness of medical record's supporting documents and processes consent forms, treatment plans, outcome measures and other documents, as needed
- Assists with care coordination ensuring proper authorizations are signed, medical records are requested from outside providers and are scanned into client's chart
- Assists with care coordination during the visit by printing appointment summaries and ensuring questions are addressed
- Monitors psychiatric caseloads to follow-up with clients who have missed appointments or need scheduled
- Collects and prepares laboratory specimens
- Maintains safe, secure, and healthy work environment by establishing and following standards and procedures; complying with legal and accrediting regulations
- Protects patients' rights by maintaining confidentiality of personal and financial information

**Other Duties:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Classification:** Non-exempt

**Hours Required:** Varies

**Location:** Varies

**Supervised by:** Psychiatric RN

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Employee Signature

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Date