**JOB DESCRIPTION – BACK OFFICE MEDICAL ASSISTANT/PATIENT CARE COORDINATOR**

Role/Position=

The Back Office Medical Assistant/Patient Care Coordinator is a vital member of the Patient Care Team. This role performs a wide variety of duties and responsibilities in a manner that places emphasis on quality of care and customer service. Patient services are the key priority in this position requiring the MA to serve as a point of contact with other internal and external contacts. The MA/PCC is responsible for the coordination of patient care and plays a vital role in the successful patient centered medical home.

Duties/Responsibilities=

* Prepare for patient appointments by reviewing and updating patient records prior to the appointment. This includes updates of recent test results, lab results and correspondence. Also reviews the patient record to determine pending or due HEDIS/preventive screening measures and whether referrals are in process or have been completed since the last visit.
* Maintain exam rooms according to protocols. Clean rooms between patient exams to ensure patients’ comfort and compliance with infection control standards. Ensure all necessary supplies are stocked and promptly reports/re-orders when supplies are low.
* Gather vital signs to include height, weight, blood pressure, temperature and a basic medical history. Accurately documents information in medical chart and advises physician in a timely manner that the patient is ready to be seen.
* Assist physician with patient exams and procedures as needed.
* Proactively engage patients in their care by explaining any discharge instructions at the end of each office visit and gauges comprehension by asking for feedback.
* Effectively utilize down time by restocking work areas and assisting others in the office as needed.
* Maintain a clean and organized work station and has working knowledge of universal precautions.
* Perform minor procedures, standing orders and lab tests as per physician’s orders.
* Attend/participate in daily huddles to review the provider’s schedule and make changes as needed to ensure an efficient work flow.
* Act in the capacity of an interpreter, as needed.
* Maintain effective communication with internal and external contacts to ensure that Team Based Care is evident throughout the practice.
* Additional duties as instructed by superiors.

Qualifications=

* Excellent communication skills at a level necessary for taking patients’ medical histories, understanding provider’s instructions, and for accurately documenting patients’ medical information. Possess the ability to effectively communicate with patient population and other staff while demonstrating a high degree of diplomacy and tact.
* Beginner to intermediate computing and phone skills.
* Willingness to work flexible hours.
* Ability to multi-task and work effectively in a high stress and fast paced environment.
* Culturally sensitive and demonstrated ability and effectiveness working with ethnically diverse populations.
* Possess a thorough understanding of the importance of confidentiality and non-disclosure according to the general standards set forth by HIPAA.
* Have a positive “can-do” attitude and possess the ability to process constructive feedback in a professional manner.

Education and Experience=

* High School Graduate
* Current, valid Certified Medical Assistant diploma
* Current, valid CPR certification
* Previous experience as a Medical Assistant and/or Patient Care Coordinator desired