



**POSITION ANNOUNCEMENT**  
**FLOATER --- CERTIFIED MEDICAL ASSISTANT – FRONT DESK (DONALDSONVILLE)**

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Status: Full Time

Date: February 2020

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**POSITION SUMMARY:**

Assists providers and patients in receiving high quality, patient-centered care; actively works to create and maintain a professional, positive patient experience.

**A. SUMMARY:** Assists providers and patients in receiving high quality, patient-centered care; actively works to create and maintain a professional, positive patient experience.

**B. PRIMARY RESPONSIBILITIES:**

1. Greets patients, families, and providers in a courteous, friendly, and professional manner.
2. Effectively, comprehensively utilizes the electronic medical record (EMR) entering data, documenting, tracking, and managing patient care.
3. Works with the operations team members to ensure efficient patient flow.
4. Comprehensively prepares exam rooms according to clinical standards, specific procedures and provider's need for ALL visits.
5. Ensures providers have everything needed to provide high quality, patient-centered care.
6. Triage patients by checking vitals and documenting chief complaints/reason for visits in the EMR.
7. Promptly and accurately documents in the patient's EMR.
8. Administers oral, IM, SC Meds (injections) per Provider's orders, and as applicable.
9. Facilitates office lab tests, blood draws and obtaining other specimens either directly or through coordination with Lab vendor according to Provider's orders and as applicable.
10. Follows-up on lab orders and ensures appropriate, accurate, timely documentation is available for clinical decision-making.
11. Disseminates the Treatment Plan/Office Visit summary to patient at the end of each visit.
12. Follows-up with specialty referrals and ensures all information is documented in the record and Provider notes any alerts.
13. Coordinates referrals as directed.
14. Completes and submits requests for Prior Authorizations in collaboration with Provider.
15. Tracks request Emergency Room providers and ensures patient's records are documented and their PCP is aware of needs.
16. Works with the Front Desk team to schedule follow-up visits for patients.
17. Works closely with Care Coordinator to assist patients in managing chronic diseases according to Treatment Plans.
18. Performs duties according to Certification as Medical Assistant.
19. Follows clinical standards and guidelines of OSHA, CLIA, NCQA, PCMH, Meaningful Use, HRSA and all payor sources.
20. Follows and actively participates in CareSouth's Quality Management Plan and adheres to standards of improvement accordingly.

21. As assigned to Front Desk, performs duties according to specifications of job description, inclusive of scheduling appointment for all new and established patients, rescheduling, insurance verification, and accepting payments.
22. Travel to satellite offices based on need and perform reminder calls, insurance verification, and batch reconciliation.
23. Other duties as assigned.

#### **C. REQUIREMENTS**

1. Certified Medical Assistant or Associates degree in health care, accounting or related field.
2. Must have a knowledge and experience using Electronic Health Records; must have strong computer skills.
3. Excellent verbal and written communication skills.
4. Must have exceptional interpersonal communication skills.
5. Must be able to effectively resolve conflicts.
6. Performs all job responsibilities in full compliance with all applicable laws, rules, regulations, policies and procedures.

#### **D. SUPERVISES**

N/A

#### **E. PHYSICAL REQUIREMENTS:**

1. Visual acuity - always
2. Hand – eye coordination - always
3. Lifting approximately 10-15 lbs., Pushing, Pulling - sometimes
4. Stooping, Bending, and Standing - sometimes
5. Walking- frequent; short distances

#### **F. WORK ENVIRONMENT:**

1. Indoor, environmentally controlled
2. Exposure to disease or infections
3. No vibrations
4. Exposure to artificial and/or natural light
5. Exposure to outdoor weather elements

#### **APPLICATION PROCEDURE:**

Please submit a completed employment application found at [www.caresouth.org/jobs](http://www.caresouth.org/jobs) or the HR office, resume, and credentials via email to [jobs@caresouth.org](mailto:jobs@caresouth.org) or deliver to the HR office. CareSouth is an EOE.

**CLOSING:** February 13, 2020 or until filled.