

Job description:

Medical / Administrative Assistant (combined position)

Growing Roots Integrative Health & Wellness is seeking a Full Time Medical / Administrative Assistant to work closely with both the Clinic Manager and Growing Roots Nurse Practitioner in Plymouth, NH.

SUMMARY

- Under the direct supervision of the Office Manager and /or Medical Provider, performs a variety of administrative, clinical, and documentation duties to promote the health, safety, and wellness of Growing Roots patients.
- Salary Range: \$20-\$24 per hour.

ROLE RESPONSIBILITIES

- A Medical Assistant (MA) may be required to perform any or all of the following:

ADMINISTRATIVE SUPPORT

- Supports the patient intake process from first inquiry to first appointment
- Scheduling and coordinating patient appointments for GR medical provider staff
- Complete health screening measures and record data appropriately
- Answering and directing patient and provider calls
- Process pre-authorizations and pre-certifications as necessary
- Prepare and file medical records using Growing Roots Electronic Health Record (EHR)
- Provides cross coverage for other administrative roles
- Processes patient related correspondence
- Manages communication between Medical Director, patients and other organizations (lab, pharmacy, etc.)
- Maintains confidentiality of all patient information

CLINICAL SUPPORT

- Ensures efficient patient flow.
- Prepares treatment room and equipment for patient examinations when necessary.
- Provides appropriate procedural support following organizational specific guidelines.
- Performs initial intake of patient, up to and including interviewing patient and family to obtain biopsychosocial information including: chief complaint/reason for visit, vital signs, and allergy information. Accurately records and/or updates relevant patient information.
- Performs blood draws, obtains genetic testing specimens, accurately performs and records patient POC testing per policy.
- Under provider and/or RN direction, performs tracking and retrieval of patient lab/diagnostic testing results to facilitate timely provider review and follow-up.
- Under provider and/or RN direction, performs the administrative functions of the patient prescription renewal process in accordance to organizational policy.

DOCUMENTATION

- Documentation is legible and falls within the appropriate MA scope/organizational documentation guidelines.
- Accurately documents patient information on appropriate forms. Demonstrates accuracy in basic data entry and data retrieval of paper/electronic patient records.

OTHER RELATED ACTIVITIES

- Performs other duties as may be assigned to promote the health, safety and comfort of Growing Roots patients and families.
- Demonstrates knowledge of the age-related differences and needs of patients in appropriate, specific populations from young children and adolescents to adults and applies them in practice.
- Demonstrates cultural sensitivity in all interactions with patients/families.
- Demonstrates an awareness of safety needs and a basic knowledge of medical terminology, infection control, risk management, and environment of care policies.
- Asks questions, clarifications, and assistance when needed and in situations that fall outside of the MA or clinic administrator scope of practice.
- Demonstrates support for the mission, vision, values, and goals of the organization

through behaviors that are consistent with Growing Roots standards.

- Basic understanding of Growing Roots Policies and Procedures.
- Understanding of the organization's environment of care.

REQUIREMENTS

Education: High School Diploma, GED or equivalent; vocational training (defined below) may substitute.

Vocational training is defined as one of the following: Completion of Medical Assistant training program approved by the American Association for Medical Assistants or similar program provided by the military; completion of phlebotomy training certification; completion of Certified Nursing Assistant Program; Current BSN nursing student in an accredited program and having completed 2 years of study and "Fundamentals of Nursing" course.

Experience: No prior experience required but experience is preferred.