

The role of the Certified Medical Assistant (CMA) is to provide outstanding support to physicians and healthcare providers while providing exceptional care to patients and customers within the clinical scope of a CMA. CMA's are active and valuable members of their healthcare teams, providing real-time charting for physicians by shadowing them throughout their shifts and performing a variety of helpful tasks. The CMA will be assigned to a doctor or physician assistant to work alongside. The CMA ensures patients are welcomed in a warm and friendly manner and sees their needs and expectations are met. CMA's are responsible for ensuring the smooth operations in the fast-paced environment of the clinic with the goal of a positive patient experience with every encounter.

KEY RESPONSIBILITIES

- Coordinates with clinic staff to ensure a positive patient flow, waiting room, and exam room experience.
- Prepares patients to be seen by physicians, collects vital signs and testing as required by the healthcare provider.
- Assists provider with collection, documentation, processing, and verification of information related to patient care in an EHR system.
- Performs diagnostic tests and processes and enters results
- Communicates patient concerns and needs to the healthcare provider
- Provides timely responses to patient inquiries and timely completion of assigned tasks.
- Answers telephones, forwards telephone messages and under the direction of licensed staff schedules appointments, procedures, and diagnostic tests.
- Assists in routine clerical functions such as filing of medical information inpatient's records, locating and compiling department charts, obtaining medical records from other providers and entering charges of billing purposes.

SKILLS/REQUIREMENTS

Minimum Requirements:

This position requires verifiable successful completion of an accredited Medical Assistant program and a High School diploma or GED equivalent. Demonstrated computer skills with data entry software. Understanding of medical terminology.

Preferred Qualification:

Successful completion of a medical assisting internship

One of more years of experience in an outpatient clinic or other healthcare setting

One of more years of demonstrated customer service experience

Experience working in an EHR system

National Medical Assistant Certification

Phlebotomy Experience

PHYSICAL REQUIREMENTS

Standing, sitting, walking, speaking, listening, bending, reaching, pulling, lifting, grasping and manipulating tools, typing, using peripheral computer tools.