



Job Description Medical Assistant II

First and foremost: We recognize communication as our most vital tool. Every employee should focus on communicating across the system to ensure we are functioning as a team. This will require active communication with patients, team members in your department as well as other departments, managers, and physicians. You are encouraged and expected to look for ways to use communication to solve challenges and enhance the patient experience.

Summary: Assists in the delivery of exceptional individualized patient care under the direct supervision of a physician or physician assistant.

Essential Functions:

- Provide excellent customer service to internal and external customers through prompt response and courteous communication.
- Assist physician in chart completion including documentation of patient exam, assessment, and plan.
- Responsible for adding CPT and diagnosis codes into the electronic health record
- Initiates orders for MRI, CT, US and Bone Scans as directed by the physician on the day the patient is seen.
- Coordinates care with other departments and/or physician offices.
- Prompt response to all patient and other treatment provider concerns.
- Provide live phone support as needed for all incoming patient phone calls within the designated subspecialty

Other Functions:

- Obtain height and weight.
- Help facilitate entry of PFSH/HIA
- Obtain and document subjective history in EHR
- Anticipate ways to improve patient care and experience.
- Assists in the evaluation, development and effectiveness of systems and protocols.
- Participates in professional development activities and maintains professional affiliations.
- Other duties as assigned.

Education: Bachelors Degree in related field.
Medical Assistant Certification
High School Diploma or GED with Medical Assistant Certification and preferably 2 years back office medical office experience.

Experience: 6 months experience in an orthopedic clinic or comparable.

Skills: Knowledge of EHR system. Type at least 40 WPM. Excellent communication skills. In depth knowledge of pharmacology, anatomy and physiology, and surgical procedures as well as treatment modalities. Must be able to spell accurately. Strong organizational skills. Ability to multi-task and prioritize. Ability to remain calm under pressure. Ability to maintain quality control standards. Knowledge of HIPAA and OSHA requirements.

Reports to the Health Services Manager