

Northwest Colorado Health

Medical Assistant

General Statement of Duties: In close cooperation with the provider the Medical Assistant provides high quality care to patients.

Supervision Received: Reports to the Clinic Manager.

Supervision Exercised: None.

Essential Functions:

1. Provides consistently high quality care to patients, evaluates the needs of the patients.
 - a. Responds to client's inquiries and performs a medical triage function.
 - b. Provides Health related education to clients and their families including how to use glucose monitoring devices.
 - c. Assists in the provision of medications by educating clients and providers about the availabilities of reduced medication support programs.
 - d. Maintains a professional demeanor and customer service orientation to clients, peers, and providers.
2. Able to effectively perform the tasks and procedures required of a Medical Assistant in a primary care clinic setting.
 - a. Takes vitals, performs CLIA waived Laboratory test, takes and documents client's history and chief complaint, assists the provider with minor surgical procedures, follows up on the providers' discharge orders. Performs phlebotomy services and processes specimens for send out.
3. Prepares a client's medical records for a provider visit by documenting clearly and correctly, assures that the right forms are in the medical record anticipating the needs of the visit.

Education: High School Diploma or GED certificate required. Completion of an approved educational program for Medical Assisting preferred.

Experience: At least one year of experience in an ambulatory health care setting desired, ideally work in a community health center.

Requirements:

1. If car is used, must provide proof of adequate insurance totaling at least \$300,000 and valid state driver's license.
2. Current CPR certification.
3. Proven Competency in the Performance of Point of Care tests.

Skills:

1. Psychomotor skills to provide care, including daily and repetitive pinching, grasping, and manipulating; hearing adequate to take vital signs accurately.
2. Daily standing, squatting, walking, bending, and maneuvering in various settings (clinics, schools, work sites) which are not barrier free.

Abilities:

1. Ability to communicate effectively with community members, physicians, and other health professionals, verbally and in writing.
2. Ability to perform certain screening tasks.
3. Ability to understand and communicate information about women's health services.

Working Conditions:

1. Work environment may be variable as services are provided in various environments. Lighting, acoustics, air quality, temperature, and environmental hazards are not predictable.
2. May work occasional nights and/or weekends.
3. This position meets the criteria for Category 2 of OSHA's guidelines for exposure to biohazards.

I, _____ acknowledge that on this date, I have received the following job description for my present position.

Signature of Employee: _____ Date: _____

Northwest Colorado Health

Care Coordinator

General Statement of Duties:

In close cooperation with the Provider team of the Community Health Center provides a variety of direct services to clients of the Health Center and assists them to obtain needed specialty care and ancillary health care services.

Supervision Received:

Works under the supervision of the Referral and Care Coordinator Manager.

Supervision Exercised:

None.

Essential Functions:

1. Provides a variety of direct care coordination to clients of the Health Center:
 - Documents interactions, i.e. client visits, provided, phone calls, written correspondence and communication with clients in client's chart.
 - Tracks and monitors referrals of CHC patients.
 - Accurately performs data entry of program related data and information in the appropriate computer systems within a timely manner.
 - Schedules CHC clients for appointments, follow-up appointments, tracks results and recommendations.
 - Assesses and addresses barriers to care: preauthorization, transportation, finances, communication, prescription assistance
 - Provides education to clients about their care plan based on established guidelines for chronic care management.
2. Develops and strengthens a network of subspecialty care providers and establishes protocols and procedures to evaluate effectiveness of referrals.
 - Develops and locates services in the community and surrounding areas based on identified needs of the clientele.
 - Assists in the development of Contractual Agreements with other service providers.
 - Establishes protocols and procedures to assure clients' needs are met in an efficient manner.
 - Acts as an expert resource on information relating to obtaining specialty, subspecialty and ancillary services, products and equipment.
 - Develops a network with service providers and develops and maintains a positive relationship with their staff as appropriate.
3. Participates in the Performance Improvement Process.
 - Collecting and analyzing data to determine the needs of the target population.
 - Using data to implement and initiate program development
 - Participate in the development of policies and procedures to assure adherence to

- the chronic care models.
- Develop reports and provide data on outcomes of individual client interventions as well as general program effectiveness.

Education: Bachelor's degree required.

Experience: One to two years clinical experience, ideally some Case Management /care coordination work.

Requirements:

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
2. Current CPR certification.

Skills:

1. Psychomotor skills to provide care, including daily and repetitive pinching, grasping, and manipulating.
2. Standing, squatting, walking, bending, and maneuvering in clinic setting.
3. Data entry for on-line verification of documentation, requiring keyboard skills (primarily alpha) for approximately one hour per day, five days per week.

Abilities:

1. Can read and interpret physicians' orders, notes from clients, and entry on computer screen as well as respond to them, verbally and in writing.
2. Must have excellent communication and supervisory skills. Ability to problem solve.

Working Conditions:

1. Work location for administrative activity is in an accessible office environment. Daily activity is 70 - 80% sitting and 20 - 30% walking and/or standing. Occasional stooping, bending reaching, twisting.
2. Equipment to be utilized may include pulse oximetry units, oxygen tanks, etc. Per-patient use of oral thermometer, sphygmomanometer, syringes, etc.
3. Office equipment includes telephone, computer, and copier on daily basis.
4. This position meets the criteria for Category 1 of OSHA's guidelines for exposure to biohazards.

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date, I have received the following job description for my present position.

Signature of Employee: _____

Date: _____