**Encore Health Group**

**Medical Assistant/Certified Medical Assistant Job Description** 

REPORTS TO: Practice Manager

**POSITION SUMMARY: This is a highly responsible medical support position providing clinical support services for EHG clients.  The CMA will work closely with the patients, the Providers and clinical team.  Accurate documentation, attention to detail, knowledge of EHG policies and procedures, maintaining medical supplies and the ability to perform critical thinking regarding patient care is a must for this rewarding position.**

**QUALIFICATIONS:**

* Must have a valid and unencumbered Certification in the state or become licensed within 90 days of hire date.
* Knowledge of standards for security, ethics, confidentiality, rules of conduct and professionalism
* Demonstrates skills and abilities in essential job functions, including but not limited to nursing intake procedures, patient orientation, medication counts, CSMD review, coordination and scheduling of patients outside referrals, medical records request, and appropriate documentation of medications taken by patients.
* Responsible for telephones and answering incoming enquiries. Documenting all telephone correspondence in a telephone encounter and addressing all telephone encounters in a timely manner.
* Demonstrates good oral and written communication skills
* Proven skill and ability to provide medical documentation within clinical records.
* Able to acquire general working knowledge of clinical record management systems(eclinicalworks).
* Ability to work independently and as a member of a team
* Be able to obtain or hold current CPR, First Aid, and Triage.

**DUTIES INCLUDE:**

* Taking Vital Signs of clients on intake and at any other time the client may require medical attention.
* Administer IM injections when appropriate and as ordered by the Medical Director or APRN. Able to obtain blood and UDS samples from patients.
* Responsible to communicate patient medical needs and accurate information provided to Medical Director/APRN.
* Demonstrate the competencies required for this position, including practice of program policies and procedures for implementing these duties specifically related to pain management, addiction or psychiatric medicine.
* Demonstrate standards for security, ethics, confidentiality, rules of conduct and professionalism for HIPAA compliance
* Ability to understand and respond to direction from the ARNP, clinical team and Medical Director
* Provide clear and accurate documentation of events occurring during patient visit to the Medical Director/APRN
* Proven organizational skill to track supply needs of the clinic.
* Promote a positive response to change, with patients as well as other staff members.
* Inform Supervisor of Co-Worker Disputes and Boundary issues with patients.
* Other duties as assigned

**MINIMUM QUALIFICATIONS**

* Must hold a valid and current license or certification and training in the state.
* Must be current on all professional development training hours.
* Preferably 2 years' experience in direct patient care.
* Must have proven skill with EMR systems, Microsoft Office programs, email etc.
* Must be fluent in verbal and written English and able to place medical orders to other physicians, psychiatrists, therapists clearly.
* Must be able to physically assist clients and lift 50 lbs, and support a client weighing as much as 250lbs.