



JOB DESCRIPTION

JOB TITLE:	Medical Assistant Supervisor
EXEMPT:	No
REPORTS TO:	Clinical Director

JOB SUMMARY: The Medical Assistant Supervisor is responsible for supervising the daily operations of the Medical Assistant staff and act as a liaison between staff and management. The Medical Assistant Supervisor may be required to perform any of the functions of a Medical Assistant to include assisting in the examination and treatment of patients under the direction of a physician as well as assist in the examination and treatment of patients under the direction of a physician by performing duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following as well as other duties and responsibilities that may be assigned.

- Assist in the supervision of work and performance of medical assistant staff, including input for performance reviews and corrective action plans as needed
- Oversee and train new and existing staff along with the Clinical Director
- Assist with clinic scheduling problem solving, patient wait times, and other areas of concern to increase efficient and quality services
- Works collaboratively with clinic staff on programs to improve patient outcomes.
- Maintains positive public relations image with peers, patients and visitors by presenting a positive, helpful attitude
- Prepares patients for physician evaluation (e.g., room patient, take vitals, *etc.*). Interview patients, measures vital signs, such as pulse rate, temperature, blood pressure, weight, and height, and records information in patients' charts. Prepare treatment rooms for examination of patients. Assure prompt patient flow
- Ensure physician clinical protocols are accurate and up to date, assist in development and maintenance of training materials, and participate in maintenance of supply levels with assistance from the administrative assistant
- Assist physician with evaluation and treatment. Attend to wounds and injuries as directed by the physician, including application of dressing, splints and casts
- Assist in minor procedures as directed by physician
- Prepare injections as directed by physician
- Coordinate the flow of patients in the examination and treatment areas to ensure efficient use of the facility and physician
- Maintain current CPR certifications
- Assist in receiving and discharging patients
- Obtain authorization for any outgoing diagnostics within a timely manner and follow up with the patient
- Obtain authorization for all Durable Medical Equipment
- Schedule surgeries for patients upon physician's request at the designated surgery centers. Ensure prior authorizations are complete and necessary clearances are received. Schedule first post-op appointment. Inform patient of date and time of scheduled surgery and first post-op appointment; document this information in patient's chart note

GENERAL RESPONSIBILITIES:

- Performs all duties and responsibilities in an efficient, team-oriented manner

- Establishes and maintains effective channels of communication and a professional relationship with physicians, principals, co-workers, contractors and patients
- Uses equipment and materials in a safe and acceptable manner, follows established safety procedures, uses appropriate safeguards and observes common sense rules of safety in all on-the job activities
- Conducts self in a manner reflecting credit on the company, and encourages others to do the same
- Observes strict patient confidentiality in dealing with patients
- Follow-up and respond to flag items in Centricity from co-workers, administration, billing and physicians. Follow up and respond to faxes, emails and any other correspondence within **24 hours or next business day**
- Answer phone calls, retrieve voicemails regularly and **return phone calls within 24 hours or next business day**
- Assist with coverage of other Medical Assistant time off requests as directed by administration
- Perform general cleaning duties. Includes but not limited to: maintaining a clean break room, cleaning treatment rooms, spills on floors and cleaning up after oneself
- Participate in training of new employees
- Restock exam rooms, including all drawers and treatment trays
- Maintain inventory of medical supplies in the exam rooms, ensuring acceptable inventory levels and ensuring all outdated medications and supplies are properly disposed
- Other duties as assigned by the Clinical Director or the Practice Administrator

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- One year certificate from college or technical school; and minimum one year related experience and/or training; or equivalent combination of education and experience

LANGUAGE SKILLS:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine notes, e-mail messages, reports and correspondence, using proper grammar and spelling. Ability to speak effectively with patients and co-workers.

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions and decimals. Ability to handle cash transactions and “reconcile” cash drawer balances with computer system reports.

REASONING ABILITY:

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

OTHER SKILLS AND ABILITIES:

- Must be computer literate
- Must be well organized and possess excellent telephone communication skills
- Must be detail oriented, conscientious and able to follow through

- Working knowledge of efficient filing systems, office machines and equipment
- Must be able to adjust tasks in accordance with changing deadlines, emergency calls and priorities
- Must be able to complete tasks and meet deadlines

PHYSICAL DEMANDS: physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to talk or hear. Employee is regularly required to sit for extended periods of time.
- Employee is regularly required to use hands and fingers for typing and filing. The employee is frequently required to reach with hands and arms and occasionally required to stand, walk, stoop, kneel, crouch or crawl.
- Employee may lift up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee sometimes works near moving mechanical parts and is occasionally exposed to the risk of electric shock.
- Noise level in the work environment is moderate to loud.

Signature of Approval

Clinical Director
Monterey Spine & Joint

ACKNOWLEDGEMENT & RECEIPT

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description.

Employee Signature

Date

Revised: 08/01/2018