

JOB Description

MUST BE FLUENT IN ENGLISH AND SPANISH

POSITION TITLE: Patient Representative II
Certified Medical Assistant
Medical Clinic (Cornerstone Assistance Network)

STATUS: Part time: 30 hours week; flexible hours
BEGINNING DATE: ASAP

REPORTS TO: Lori Kennedy, Director of Health Services

Position Summary: This position serves two clinic areas. As a Medical Assistant this person will triage patients; enter intake into the Electronic Medical Records, scribe for physicians and assist the nurse on clinic days. On non-clinic days this person will have the responsibility for medical records management. This includes but is not limited to: scanning charts and attaching to appropriate electronic record; utilization of Electronic Medical Record software; courteous telephone usage; cross training with Patient Representative 1 which may include scheduling patients and completing new patient intakes. Proficiency in Microsoft Office and data entry is recommended. **The candidate must be fluent in English and Spanish.** Must be able to work flexible work hours and assume different levels of responsibility. Good verbal and written communication skills required.

DUTIES AND RESPONSIBILITIES:

Primary responsibilities of an employee in this position: Please note: the primary responsibilities of this position are not limited to this list.

- Complete patient intake into the clinic area
- Utilize good Medical Assistant skills to triage patients
- Enter patient information into the Electronic Medical Records
- Scribe for physicians into the Electronic Medical Records
- Manage medical records
- Use of electronic medical records software
- Maintain accurate patient records
- Courteous and effective telephone use
- Scheduling medical patients
- Assist Patient Representative 1 in their duties which may include: Conduct intake interviews with all new patients prior to scheduling clinic appointments; Determine eligibility of new patients and communicate to patients their acceptance or denial of CAN medical services
- Explain CAN medical clinic procedures and policies to patients and document their progress.
- Communicate with external partners regarding specialty clinic schedules
- Perform necessary administrative duties to ensure patient privacy, document accuracy and organization of patient records

Knowledge, Skills and Abilities:

This section describes the knowledge, skills and abilities an employee in this position should currently possess. Please note: the knowledge, skills and abilities required for this position are not limited to this list.

- Knowledge of skills required for Medical Assistant such as taking vital signs
- Knowledge of office organization and practices
- Ability to produce accurate and accountable documentation for files
- Ability to develop reports as required to reflect clinic's activity and results
- Skill in organizing and prioritizing workloads to meet deadlines
- Skill in telephone etiquette and paging procedures
- Effective oral and written communication skills
- Ability to communicate effectively with patients and co-workers.
- Ability to adhere to safety policies and procedures.
- **Fluent in both English and Spanish (Required) Please do not apply if you do not meet this requirement.**

Other Considerations

- Education High School Diploma, GED or equivalent.
Certified Medical Assistant
- Travel Minimal

Please send resume to: lkennedy@canetwork.org

YOU MUST BE FLUENT IN ENGLISH AND SPANISH TO QUALIFY FOR THIS POSITION.

Website www.canetwork.org

"The essential job functions as stated are intended to describe the general nature and level of work being performed by individuals assigned to this job. The stated job functions are not intended to be construed as an exhaustive list of all job responsibilities, duties and skills required of personnel so classified."