

Indiana Family Health Council

JOB DESCRIPTION

Reports to: IFHC Advance Practice Nurse

TITLE: Medical Assistant/Community Health Worker

FLSA: Non-exempt

SUMMARY

The Medical Assistant/Community Health Worker provides administrative assistance and patient care support for the family planning clinic. Including, but not limited to, registering clients for clinic visits, creating and maintaining medical records, answering the clinic phone, maintaining provider schedules, and limited client care and education. This position will also be responsible for providing community education to organizations, schools, and families when the clinic is not open.

ESSENTIAL FUNCTIONS

1. Responsible for greeting clients as they enter the family planning clinic and determining each client's needs.
2. Responsible for registering clients for the clinic visit, including, completion of necessary paperwork, determining fee based on sliding scale fee schedule, notifying Advance Practice Nurse client has arrived, etc.
3. Responsible for following medical records policies and procedures and creating a medical record for each new client.
4. Responsible and accountable for maintaining all clinic medical records according to organizational policies and Health Information Portability and Accountability Act (HIPAA) guidelines.
5. Responsible for billing Medicaid or other insurance for client visit (when applicable).
6. Responsible for scheduling client visits and follow up visits.
7. Must possess excellent customer service skills as he/she has the initial encounter with individuals calling and presenting to the family planning clinic.
8. Responsible for providing administrative support for the family planning clinic.
9. Performs other duties as assigned by the Advanced Practice Nurse or IFHC management
10. Assists the Advanced Practice Nurse with client examinations, treatments, special tests, and procedures. Performs point of care testing and venipuncture as indicated.
11. Reviews client charts, registers client for clinic visit, obtains and records client's weight and vital signs, takes patient history, obtains urine samples, and assesses reason(s) for client visit.
12. Obtains general and specific consents from client and administers medications under the direction of the Advanced Practice Nurse.
13. Cleans and prepares exam room(s) for each client visit.

14. Maintains and stocks inventory of office, clinical and laboratory supplies, as appropriate to the position.
15. Provides client education (based on client's needs) regarding reproductive health and sexuality.
16. Coordinates labeling, delivery, and receipt of laboratory specimens.
17. Communicates laboratory results to the Advanced Practice Nurse; provides information to the client and coordinates follow-up visits as needed.
18. Schedules and coordinates paperwork for the client's appointment.
19. Thoroughly documents client information in an accurate and timely manner according to organizational policies, procedures and guidelines.
20. Applies knowledge of growth and development in client interaction and adapts care/education according to client's age/developmental stage.
21. Assists with referring clients for additional services as needed.
22. Provides educational and outreach sessions to the community during non-clinic hours

OTHER FUNCTIONS

1. Works in conjunction with local community groups and serves as a representative of the IFHC.
2. Requires the ability to establish and maintain effective working relationships with clients, families, coworkers, medical providers and the public.
3. Demonstrates the communication skills (both verbal and written) necessary to interact effectively with diverse populations; also requires the skills needed to communicate in a clear and effective manner.
4. Demonstrates strong work ethic and dedication to job responsibilities with excellence.
5. Demonstrates ability to prioritize duties and responsibilities appropriately and effectively.
6. Exhibits respect and fairness in all collaborative efforts.
7. Accepts and supports changes in business strategy and job functions.
8. Seeks and/or implements new, creative and different ways of doing things.
9. Evidences willingness and desire for improvement through decisions and actions.
10. Demonstrates proficiency in basic computer skills and a basic understanding of database applications.
11. Performs all work in accordance with HIPAA regulations.

KNOWLEDGE, SKILLS, AND ABILITIES

1. High school diploma or equivalent; CAN, MA, or CHW required.
2. Bilingual in English and Spanish preferred.
3. Intermediate proficiency in database, spreadsheet, word processing and presentation programs a must.
4. Must have the ability to communicate clearly and concisely both verbally and in writing.
5. A minimum of one year experience in a healthcare or social services setting is desired.
6. Must have knowledge and understanding of and follow Indiana Statutes regarding

reporting of child abuse, child molestation, sexual abuse, rape and, incest.

WORKING CONDITIONS

Work is performed in an office and patient care setting. Occasional possible exposure to communicable diseases and other conditions in a clinic setting. May be required to travel to off-site locations.

JOB RELATIONS

Supervised by the Advance Practice Nurse and Clinical Program Manager. Works in a collaborative relationship with all staff members of IFHC.