



## **THE COQUILLE INDIAN TRIBE**

### **Ko-Kwel Wellness Center**

**Job Title:** Medical Assistant  
**Department:** Community Health Center  
**Reports to:** Clinic Nurse Manager  
**FLSA Status:** Non-Exempt, Full-Time  
**Salary Grade:** \$16.64 - \$24.96  
**Location:** Coos Bay/North Bend

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

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#### **JOB SUMMARY OF MAJOR FUNCTIONS**

Under the direct supervision of the Clinic Nurse Manager, the Clinic Assistant will assist the medical providers in caring for patients. In addition, this position may provide relief for receptionist, health technician and/or medical records technician during staff vacations, illnesses, trainings, etc.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Receive, greet and direct visitors.
2. Clean exam and procedure rooms and stock room supplies between patients.
3. Communicate with patients on a regular basis and record messages and route messages to appropriate staff.
4. Review the electronic health record to assess patient's attention to preventative care and chronic disease management; including but not limited to care guidelines and immunization records. Process and update electronic health records as necessary.
5. Enter the medical intake into the electronic health record; including chief medical complaint, screen for tobacco use, vital signs, and competencies including height, digital weight, digital blood pressure, digital temperature, and documentation of allergies.
6. Set-up and assist Family Nurse Practitioner (FNP) or Medical Doctor (MD) in outpatient office procedures. Break down the area following the procedure.
7. Operate the electronic health record to make appointments, process referrals, enter diagnostic orders and perform other tasks as assigned by medical providers.
8. Screen for age-appropriate vaccines using Oregon State Alert Program.
9. Complete orders for diagnostic studies and referrals from medical records.
10. Make appropriate internal referrals to other team members or provide the necessary service under the direction of the Family Nurse Practitioner and Medical Director.
11. Assist providers with prescriptions for pharmaceuticals and durable medical equipment, including processing prior authorization forms.
12. Perform assignments pertaining to Quality Improvement projects in the direct care department.
13. Communicate with patients by telephone to explain test results, treatment/care directions, and referral information.
14. Provide coverage for Medical Records Technician position to include:

- a. Scan and file medical records
  - b. Coordinate medication refills
  - c. Coordinate all aspects of the outside referral process for insurance plans
  - d. Coordinate and facilitate the processing of authorized medical records information requests
  - e. Process all incoming correspondence, lab reports, x-rays, dictation and outside
15. Provide coverage for Medical Receptionist position to include:
- a. All patient scheduling procedures
  - b. Call and confirm next day's appointments.
  - c. Check patients in for their appointments.
  - d. Answer phone calls and respond as appropriate.
  - e. Receive and directs visitors and patients.
16. Provide coverage for the Health Technician to include
- a. CLIA waived tests, including the related lab processing and ordering as designated by annual competency check off.
  - b. Injections including appropriate documentation as designated by annual competency check off.
  - c. Phlebotomy and handling of specimens
17. Perform other duties, as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all work requirements that may be inherent in the job. The above statements are intended to describe the general nature and level of work being performed by employee. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required.

#### **PHYSICAL REQUIREMENTS**

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, stooping and occasionally requires lifting up to 25 pounds. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to operate an electronic health records system and/or electronic patient management system.
3. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
4. Knowledge of medications and injection procedures.
5. Possess awareness and sensitivity of Indian traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
6. Knowledge of regulations on the confidentiality of medical records (HIPAA).
7. Knowledge of medical terminology.
8. Knowledge of the procedures, rules, operations, sequence of steps, documentation requirements, time requirements, functions, and workflow to process medical records, to review records for accuracy and completeness, and to keep track of processing deadlines.
9. Ability to maintain professionalism, confidentiality, and objectivity under constant pressure and crisis situations. A breach of confidentiality or fraud is grounds for immediate dismissal.
10. Ability to make decisions independently in accordance with established policy and procedures.

11. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.

**REQUIRED QUALIFICATIONS**

- A. High school graduate or equivalent required.
- B. Certification as a C.M.A. or C.N.A. within one year of hire required.
- C. Phlebotomist experience required.
- D. Previous experience working in an outpatient clinic and assisting medical providers required.
- E. Experience with Electronic Health Record and Electronic Patient Management required.
- F. Professional knowledge of medical terminology required.
- G. Computer experience and knowledge of Microsoft Office Suite (Word, Outlook, etc.) required.
- H. Multi-line phone experience preferred.
- I. Experience with patient scheduling system and electronic health record strongly preferred.
- J. Phlebotomy and immunization experience preferred.
- K. Current and valid Oregon driver's license in good standing with no insurability issues with the Tribe's insurance carrier is required.
- L. Required to accept the responsibility of a mandatory reporter of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or development disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.
- M. First Aid/CPR certification required or ability to obtain within 90 days of employment.