



Job Title: OTP Medical Assistant
Department: Opioid Treatment Program – Medical
Reports to: OTP Lead Nurse
FLSA Status: Non-Exempt
Salary Grade: \$22.90 – \$32.06
Location: Eugene

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.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the OTP Lead Nurse, the OTP Medical Assistant will assist the OTP medical providers in caring for patients. In addition, this position may provide relief for OTP Receptionist, OTP Intake Specialist, and/or Medical Records Technician.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Receives, greets, and directs visitors in a non-judgmental and inviting manner.
2. Prepares patients for visits by updating their charts, obtaining vitals, and recording results.
3. Performs medical reconciliation to ensure patient safety and quality.
4. Reviews, processes, and updates electronic health records as necessary.
5. Cleans and prepares exam and dosing rooms; restocks room supplies between patients.
6. Ensures quality control of lab machines.
7. Administers care kits or resources as directed.
8. Assists with procedures and patient care as directed. Performs EKGs and specimen collection for lab work.
9. Obtains and processes prior medical authorization forms and completes orders for referrals as necessary.
10. Maintains coding and billing chart notes as applicable.
11. Assists with training, assigning, and reviewing work of assigned staff.

12. Answers phone calls and responds as appropriate; processes incoming faxes and emails; scans records.
13. Contacts patients as necessary to obtain medical records and information, schedules appointments.
14. Processes outgoing mail or scanning.
15. Maintains supply and equipment inventory; orders supplies as necessary.
16. Participates in huddles with staff to review patient care plans.
17. Performs as OTP Intake Specialist, Medical Records Technician and/or Medical Receptionist as needed.
18. Establishes effective and respectful relationships with patients.
19. Maintains updated training and certifications.
20. Communicates effectively with RNs, LPNs, BH providers, care coordinators and peer support specialists.
21. Communicates with patients by telephone to provide and explain test results, treatment/care directions, and referral information.
22. 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 standing, walking, sitting, raising, or lowering objects, and occasionally requires lifting up to 25 pounds. Work is generally performed in a medical office setting. Work involves occasional exposure to hazardous materials, high risk/dangerous situations and infectious disease. 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) and 42 CFR Part 2.
 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.
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QUALIFICATIONS

1. High School Diploma or GED required.
2. Certification as a C.M.A. or C.N.A. within one (1) year of hire required.
3. Phlebotomist experience preferred.
4. Previous experience working in an outpatient clinic and assisting medical providers required.
5. Experience with Electronic Health Record and Electronic Patient Management required.
6. Professional knowledge of medical terminology required.
7. Computer experience and knowledge of Microsoft Office Suite (Word, Outlook, etc.) required.
8. Multi-line phone experience preferred.
9. Experience with patient scheduling system and electronic health record strongly preferred.

10. Phlebotomy and peer support experience preferred.
11. Current and valid Oregon driver's license in good standing with no insurability issues with the Tribe's insurance carrier is required.
12. 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 developmental 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.
13. First Aid/CPR certification required or ability to obtain within 90 days of employment.