



Job Title: Medical Assistant
Department: KWC Medical
Reports To: Clinical Services Administrator
FLSA Status: Non-Exempt
Salary Grade: \$22.90 - \$32.06
Location: Coos Bay, Oregon

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance.

Candidates must successfully pass a pre-employment drug screen and Criminal and Character Background Check.

This position is designed to support the Oregon Rural Health Transformation Program, for which final budget details are currently being negotiated with the Oregon Health Authority. Hiring will be contingent on funding being disbursed.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Clinical Services Administrator, the Medical Assistant supports healthcare providers in delivering patient care. This role also provides cross-coverage support for front desk, phlebotomy, and specialized services as needed.

GENERAL STATEMENT

The duties listed below are intended to describe the general nature and level of work performed and are not intended to be an exhaustive list of all responsibilities. Additional duties may be assigned as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Prepares patients for examinations by updating medical histories, obtaining vital signs, and documenting findings in the electronic health record (EHR).
- Performs medication reconciliation to support patient safety and continuity of care.
- Maintains, reviews, and updates patient records in the EHR to ensure accuracy and completeness.
- Prepares, cleans, and stocks exam and procedure rooms in accordance with infection control standards.
- Administers medications, immunizations, and clinical treatments in accordance with provider orders and scope of practice.
- Supports specialized services, including administering treatments such as Transcranial Magnetic Stimulation (TMS) per established protocols, monitoring patient response, and ensuring safety and comfort. (Currently at Coos Bay location only).

- Assists providers with procedures and direct patient care; perform clinical tasks such as ECGs, ear lavage, specimen collection, and point-of-care testing.
- Coordinates referrals, including obtaining prior authorizations and completing required documentation.
- Manages incoming communications including phone calls, faxes, and electronic messages; responds or routes appropriately.
- Schedules appointments and communicates with patients regarding care instructions, test results, and follow-up needs.
- Assists in obtaining outside medical records and coordinating continuity of care.
- Cross train in all positions within the medical department to provide coverage as needed.
- Builds and maintains respectful, culturally responsive relationships with patients and community members.
- Assists with prescription processing, including refill requests and durable medical equipment orders.
- Maintains required certifications and participates in ongoing training.
- Performs additional duties as assigned.

PHYSICAL REQUIREMENTS

This position requires frequent standing, walking, sitting, and repetitive hand movements. Occasional lifting of up to 25 pounds may be required. Work is performed in a clinical setting with potential exposure to infectious diseases, hazardous materials, and high-risk situations. The individual must be able to perform essential job functions with or without reasonable accommodation while maintaining safety standards.

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.

- Strong verbal and written communication skills with the ability to maintain professionalism in high-stress situations
- Proficiency in electronic health records and patient management systems. Previous EPIC experience preferred.
- Knowledge of medical terminology, clinical procedures, medications, and injection techniques.
- Understanding of HIPAA and patient confidentiality requirements.
- Ability to prioritize tasks, meet deadlines, and maintain accuracy in documentation.
- Strong interpersonal skills with the ability to work effectively with diverse populations, including sensitivity to Native American cultures and communities.
- Ability to work independently within established policies and procedures.
- Computer proficiency, including Microsoft Office applications and general office software.
- Commitment to always maintaining confidentiality and ethical standards.

QUALIFICATIONS

- High School Diploma or GED required.
- Certification as a Certified Clinical Medical Assistant (CCMA) or Certified Nursing Assistant (CNA) required within one (1) year of hire.
- Previous experience in an outpatient clinical setting required.
- Experience with electronic health records and patient scheduling systems required.
- Knowledge of medical terminology required.
- Proficiency with Microsoft Office applications required.
- Multi-line phone system experience preferred.
- Immunization and phlebotomy experience preferred.
- Valid Oregon driver's license in good standing required.
- Must comply with mandatory reporting requirements for abuse and neglect.
- Current First Aid/CPR certification required or ability to obtain within 90 days of hire.