

MEDICAL ASSISTANT**POSITION OBJECTIVE/SUMMARY:**

This position is one of the most important functions in the health care delivery system and the first point where contact is made personally or by telephone. The Medical Assistant Front Office will receive the patient and direct them to the services needed. Making appointments and making preliminary assessment category of payment for patients are essential before provider can see them.

MINIMUM REQUIREMENTS:

- Must have minimum of 2 years' experience in a medical office
- Must have excellent customer service and patient care skills
- Ability to work under pressure.
- Ability and willingness to treat all patients with the utmost kindness and consideration in the most trying situations.
- Friendly personality with the desire to work with the public.
- Ability to handle multi-functions.
- Understanding of community based organizations.
- Communicate patients' problems to the medical staff.
- Knowledge of office functions.
- Ability to relate to the public regardless of ethnic, religious and economic status.

RESPONSIBILITIES:

- Verify insurance and collect copayments
- Submit authorizations and referrals
- Call prescriptions
- Schedule and confirm patient appointments, check-ups and physician referrals.
- Answer telephones and direct calls to appropriate staff.
- Greet visitors, ascertain purpose of visit, and direct them to appropriate staff.

- Interview patients to complete insurance and privacy forms.
- Distribute, monitor and maintain new patient packets
- Assist patients with form/document completion (e.g. Fam PACT, CHDP or warm handoff to Covered CA)
- Distribute and collect post-visit patient satisfaction surveys for all patients
- Collect and process daily cash payments
- Provide support for patients calling in with issues navigating the patient
- Welcome patient and confirm appointment
- Provide appropriate directions
- Instruct to bring appropriate paperwork to the first visit/follow up visit
- Ensure waiting room is consistently neat and presentable, along with being stocked with appropriate health education and marketing materials.
- As needed, serve as a representative for promotional events
- Participate in patient centered skill trainings and seminars
- Ability to prioritize and complete multiple tasks in a timely manner
- Ability to follow written and oral directions carefully and pay attention to detail
- Travel may be required
- Other duties as assigned