

UKSM-W Medical Practice Association

Medical Assistant / Receptionist - Psychiatry

Department:	Psychiatry and Behavioral Sciences	Job Status:	Full Time
FLSA Status:	Non-Exempt	Reports to:	Office Manager
Grade/Level:		Amount of Travel Required:	None
Work Schedule:	9 hours M-Th & 4 hours on F	Positions Supervised:	None
Monday	7:30am-5:00pm 30 min lunch		
Tuesday	7:30am-5:00pm 30 min lunch		
Wednesday	7:30am-5:00pm 30 min lunch		
Thursday	8:00am-6:00pm 60 min lunch		
Friday	8:00am-12:00pm without lunch		

POSITION SUMMARY

To provide quality service in a customer service-oriented environment. Clinical duties may include taking and recording vital signs, administering medications as directed by physician, triaging phone calls, assist the clinic RN with pharmacy calls, Prior Authorizations for medications, and ECT scheduling. Receptionist duties may include answer phone calls, scheduling appointments, scanning documents into the EMR, and opening and closing the clinic when needed.

Complete other tasks as requested to support clinic providers and staff.

ESSENTIAL FUNCTIONS

- Obtain vital signs, weight and height at each visit and record in EMR.
- Provide patient educational materials as requested by the providers.
- Monitor incoming e-prescribe and faxed refill requests in the EMR system and handle according to established procedures.
- Retrieve, route, and/ or respond to all messages from Audix Phone system on a daily basis.
- Complete Prior Authorizations for medications and services.
- Administer injectable psychotropic medications
- Maintain medication sample cabinet, organize and manage prescription coupons, and handouts.
- Manage Patient Portal functions; respond to all inquiries and messages.
- Check patients in upon their arrival, verify existing information, update as needed. Scan all insurance cards for new patients and update annually, process patient documents, update releases of information, collect co-payments, and notify physician of patient arrival in a timely matter.
- Post all payments to patient account, provide receipt to patient, secure funds and/or clinic receipts, and ensure financial batch in Practice Management closed at the end of the day.
- Respond to and manage multiple phone lines, to include immediate dissemination of messages to the appropriate staff either by electronic communication or through paging system.
- Check patients out after appointments, schedule next appointment per provider directives.
- Prepare daily courier bag for pick up and empty incoming courier bag, routing contents of the bag to the appropriate staff, department, or area the same business day.

- Assist lead receptionist with any duties as requested to include, but not limited to, scheduling, scanning, and indexing, preparing encounter forms, preparing new patient packets, and maintaining cleanliness of patient waiting area, reception, and offices
- Adhere to Universal Precaution Procedures and HIPAA regulations.
- Attend all meetings and trainings as directed.
- Reliable Attendance and Punctuality.
- Other duties as assigned or as needed to support providers.

KNOWLEDGE, SKILLS, ABILITIES, AND COMPETENCIES

- **Adaptability** – Ability to adapt and respond positively to changes in the workplace, as well as willingness to learn new tasks and skills.
- **Communication** - Ability to convey information clearly, concisely, and effectively with others orally and in writing, with tact and diplomacy.
- **Conceptual Thinking** - Ability to think in terms of abstract ideas.
- **Confidentiality** - Maintain confidentiality and comply with all HIPAA regulations and policies.
- **Customer Service** – Commitment to CORE values and Departmental Code of Ethics. Ability to take care of the customers' needs while adhering to KUSM and Medical Practice Association Policies and Procedures.
- **Dependability** - Ability to function autonomously in relation to experience level, work, attendance and performance.
- **Ethical** - Ability to demonstrate conduct which conforms to a set of values and accepted standards.
- **Initiative** - The ability or resourcefulness to originate or to follow through energetically with a plan or task.
- **Innovation** - Ability to look beyond the standard solutions.
- **Interpersonal** – Ability to develop and maintain effective working relationships with other employees, as well as the general public and demonstrate a positive attitude.
- **Judgment and Decision Making** - Ability to evaluate situations and make appropriate decisions based upon situation whether routine or unforeseen.
- **Planning and Organization** – Ability to effectively manage time and resources, inclusive of work volume and prioritize accordingly.
- **Problem Solving** - Identify, analyze, and anticipate issues and proactively develop solutions.
- **Quality Work** – Neatness, accuracy, thoroughness, and general effectiveness of produced work.
- **Responsibility** - Accountability for actions and decisions, care of equipment and trustworthiness.
- Working knowledge of MS Office and related software.
- Working knowledge of Electronic Medical Records and Practice Management Software

Education: High School Graduate and CMA certified

Experience: One to two years related experience in the mental health field

SKILLS & ABILITIES

Computer Skills: Experience with Electronic Medical Records, Microsoft Office and Outlook is preferred.

Certificates & Licenses: Certification in Medical Assisting is required

Other Requirements: Understand and follow all Universal Precaution Operating Procedures. Understand and follow all HIPAA guidelines and procedures. Confidentiality of all written and electronic data, inclusive

of: Protected Health Information, billing information and operations data. Assist with various administrative tasks to support department operations as directed; may also be assigned special projects. Additional duties as required by the Clinic Manager. Maintain proficient knowledge of organizational emergency procedures.

PHYSICAL DEMANDS

Physical Demands

Stand	F (Frequently)	Lift/Carry 10 lbs or less	F (Frequently)
Walk	O (Occasionally)	11-20 lbs	F (Frequently)
Sit	C (Constantly)	21-50 lbs	O (Occasionally)
Handling / Fingering	C (Constantly)	51-100 lbs	N (Not Applicable)
Reach Outward	F (Frequently)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	N (Not Applicable)	12 lbs or less	O (Occasionally)
Crawl	N (Not Applicable)	13-25 lbs	O (Occasionally)
Squat or Kneel	O (Occasionally)	26-40 lbs	N (Not Applicable)
Bend	O (Occasionally)	41-100 lbs	N (Not Applicable)

N (Not Applicable) Activity is not applicable to this occupation.

O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Other Physical Requirements

Vision (Near)

Sense of Sound (Able to answer and communicate on the phone)

WORK ENVIRONMENT

Work is performed in a mental health clinic and requires sitting and performing these duties over the telephone for extended periods of time. It involves frequent contact and coordination with staff, nurse, and providers.

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Employee Name: _____ (please print)

Employee Signature: _____ Date: _____