



CARE STAFFING

Professionals

Care Staffing Professionals Job Description

Position: Medical Office Assistant

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications which may be required of the employee assigned to the position. Depending on the size of the facility the job duties may vary. Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind; my employment with the Company is at-will.

Position Summary

Medical Office Assistants perform administrative duties to keep a medical office or clinic running smoothly while maintaining a pristine, friendly environment where patients feel comfortable. They are responsible for greeting patients, helping them fill out the necessary forms and directing them to the right locations in the facility. They must also liaise with Nurses, Doctors and Technicians, handle any data entry and clerical work, answer phone calls and take care of all internal and external payments and inquiries.

Position Responsibilities

Common responsibilities Medical Office Assistant include (but are not limited to):

Clinical:

- Scheduling and managing patient appointments
- Answering the phone and taking patient questions
- Prepares patients for examinations and performs routine screening tests
- Filing, updating, and organizing patient records.
- Planning and coordinating hospital transfers and laboratory tests and services.
- Processing forms for insurance claims
- Creating invoices and bills, processing insurance forms and managing vendors and contractors.
- Informing the Doctors, Nurse or other healthcare facilitators about impending appointments
- Maintaining a filing system for all patients documents and reports submitted
- Transcribing all notes and documents related to treatments.
- Operating Computer software and office equipment
- Transferring Lab results to the appropriate clinician

Depending on setting, may also:

- Float among various clinical services, where qualified and competent
- Marketing

Other Responsibilities

- Follows facility and OSHA safety rules and procedures while on assignment
- Follows facility and Care Staffing Professionals Unusual Occurrence Protocol
- Respects cultural and religious practices of patients
- Upholds HIPAA regulations
- Punctual and dependent for assigned/confirmed shifts

Position Requirements

- Professional and courteous disposition
- Medical Office experience a plus
- 1 year administrative experience or more
- Excellent communication and time management skills
- Excellent attention to detail
- Eighteen (18) years or older
- Federal-, State- and Care Staffing Professionals-required credentials current and on file
- Able to read and write consistent with job requirements; cognitive skills as related to the position
- Proficient interpersonal relations and communicative skills

Working Conditions

Medical Office Assistant work in well-lighted, clean environments. They constantly interact with other people and may have to handle several responsibilities at once. Most full-time Medical Office Assistant work a regular 40-hour week. However, many Medical Office Assistant work part time, evenings, or weekends.

Physical Demands

The physical demands of a medical office assisting job typically consist of frequently sitting; using hands to finger, handle, or feel; reaching with hands and arms; talking and hearing. On occasion a medical assistant may be required to climb or balance. On a regular basis a medical office assistant may be required to lift or move up to 10 pounds. Vision abilities required to perform the essential functions typically include close and distance vision, color and peripheral vision, depth perception and the ability to adjust focus. Corrective equipment and devices may enhance the person's ability to achieve the appropriate level of acuity. Medical office assistant may also be expected to have a level of visual and auditory acuity sufficient to meet the needs of their job tasks. As well as lifting and moving objects, equipment and supplies. It is reasonable to anticipate lifting 20-25 pounds in any given day. Lifting up to 40-50 pounds may occasionally be required, depending on the specific setting.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand and talk or hear. The employee is frequently required to use hands to finger, handle, or feel; and reach forward with hands and arms. The employee is required to sit and stoop, kneel, or crouch.

Physical Demand Ratings are an estimate of the overall strength requirements that are considered to be important for an average, successful work performance of a specific job. In order to classify the occupation of a

worker with a physical demand rating, the most strenuous and frequently performed tasks are evaluated. The overall physical demand rating for a job of the Medical Office Assistant falls within the Sedentary classification according to the Dictionary of Occupational Titles.

*Physical demands as published by the US Department of Labor, 1991 in the Dictionary of Occupational Titles, 4th, Edition. You may contact Care Staffing Professionals' Human Resources Department for a comprehensive list of physical demands.

Signature: _____

Print Name: _____

Date: _____