

**MISSION STATEMENT:** Clínica Tepeyac's Mission is to provide culturally competent health care and preventive health services for the medically underserved.

Now in its 23<sup>rd</sup> year, Clínica Tepeyac is a community health center providing integrated physical and behavioral health care to almost 5,000 individuals from across the Denver metro area annually. Clínica Tepeyac has distinguished itself as a dynamic organization dedicated to eliminating health disparities, with a particular strength serving Latino and immigrant communities. Clínica Tepeyac maintains an unwavering commitment to high quality patient care and continual quality improvement, and to treating each patient with the highest level of respect and compassion.

**JOB SUMMARY:** Medical Assistants are cross-trained to perform administrative and clinical duties. Medical assistants are instrumental in helping patients feel at ease in the clinic and often explain the physician's instructions.

Medical Assistants are an essential member of the Patient-Centered Medical Home.

#### **A. MINIMUM QUALIFICATIONS:**

##### **1. Education:**

- a. High School diploma or GED
- b. Graduate from a medical assistant program

##### **2. Experience:**

- a. One-year experience as a Medical Assistant
- b. Willing to train the right candidate

##### **3. Language:** Oral and written fluency in English and **oral fluency in Spanish required.**

##### **4. Certification/Licensure/Registration:**

- a. Medical Assistant Certified preferred
- b. Valid Driver's License.

##### **5. Ideal Candidate:** Will have strong initiative and the passion to advocate and provide healthcare to the underserved.

#### **B. ESSENTIAL DUTIES & RESPONSIBILITIES:**

1. Using computer applications
2. Answering telephone
3. Greeting patients
4. Updating patient medical records
5. Coding and filling out insurance forms
6. Scheduling appointments
7. Arranging for hospital admissions, specialty care and laboratory services
8. Handling correspondence, such as billing and bookkeeping
9. Taking a medical history
10. Explaining treatment procedures to patients
11. Preparing patients for exams
12. Assisting the provider during exams
13. Collecting and preparing laboratory specimens

14. Performing basic laboratory test
15. Instructing patients about medication and special diets
16. Preparing and administering medications as directed by provider
17. Authorizing prescription refills as directed
18. Drawing blood
19. Taking electrocardiograms
20. Removing sutures and changing dressing
21. Support doctors and patients in synchronizing appointments, authorizations, and test taking place in different clinics.
22. Update records to assure all patients have accurate information
23. Keep accurate patient information in Patient Health Information System
24. Ensure complete and accurate registration including patient demographic and current insurance information
25. Reviews and addresses all HER jelly beans in Tepeyac time frame
26. May assist with patient interpretation as needed
27. Keep exam rooms stocked with adequate medical supplies, maintain instruments, prepare sterilization as required
28. Maintain designated logs (i.e. refrigerator temperatures, emergency medications, expired medications, oxygen tank etc.)
29. Under the supervision of a provider:
  - a. Collects, processes, records, and educates patients on a wide number of medical laboratory tests
  - b. Administers and maintains medications at the highest standards of patient care
  - c. Stores, inventories, and administers immunizations in compliance with all state and federal guidelines
  - d. Performs EKGs, Spirometry, vision acuity, ear irrigation, and other tests/procedures as required
  - e. Assesses and schedules patients accurately by phone and in person
30. Other duties as assigned

#### **Knowledge, Skills & Abilities:**

- **Knowledge, Skills and Abilities –**
  - Knowledge of medical terminology
  - Must have knowledge of health clinic setting
  - Cultural sensitivity
  - Demonstrate good grammar, spelling and punctuation
  - Ability to execute work plans independently and with flexibility
  - Ability to multitask, prioritize work and meet deadlines.
  - Creative and positive approach to communication and problem solving
- **Respect-** Values culturally competent approach to working with low income and ethnic minority communities is a must.
- **Teamwork –** Contributes to building a positive team spirit; puts success of the team above own interest; supports everyone's efforts to succeed; must be able to work well in multidisciplinary team settings

- **Customer Service** – Strong customer service skills exhibited in excellent, unbiased and culturally appropriate customer service to patients and the community; ability to handle difficult and angry people constructively; savvy enough to interact with physicians and clients
- **Interpersonal Skills** – Must have excellent written and verbal communications skills and presentation skills; focuses on solving conflict in cooperative manner, not blame; keeps emotions under control
- **Cost and Time Consciousness** – Must know how to manage time and prioritize activities
- **Diversity** – Shows respect and sensitivity for cultural diversity
- **Ethics and Professionalism** – Treats people with respect and consideration regardless of their status or position and is accountable for own actions
- **Organizational Support** – Follows policies and procedures established by Clinica Tepeyac; visible to staff, offering support and modeling service behaviors and concern resolution process
- **Safety, Confidentiality and Security** – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly. Maintain a secure and trusting environment as required by the Health Insurance Portability and Accountability Act (HIPAA).
- **Attendance/Punctuality** – Is consistently at work and on time, which is predetermined between the employee and the person(s) he/she reports to.

**POSITION TYPE/WORK SCHEDULE:** This is a full-time, non-exempt, 40 hour/week position, requiring occasional evening and weekend work and the ability to be flexible and responsive to emergent needs of Clinica Tepeyac.

Clinica Tepeyac is dedicated to equal employment opportunities in any term, condition, or privilege of employment. Clinica Tepeyac prohibits unlawful discrimination against applicants or employees based on race, color, national origin, ancestry, creed, religion, sex, age 40 and over, disability, genetic information, veteran status, sexual orientation, marital status, gender expression or any other characteristic protected by state or local law.