

BestCare Treatment Services Position Description

Title:	Medical Assistant (MA)
Program:	Outpatient Mental Health Psych/Telehealth Program
Program Location:	Bend, Oregon (Some travel required)
Supervisor:	Psychiatric Physician Assistant and Program Director
Employment Status:	Full Time Regular (1.0 FTE)
FLSA Classification:	Non-Exempt / Hourly
Effective Date:	October 2022

Job Summary

Under the direction of the Psychiatric PA and Program Director, the Medical Assistant will be responsible for assisting nursing/medical staff in the treatment and management of our clients, on-site, in our outpatient substance use disorders clinic, in accordance with all BestCare policies and procedures as well as State, Federal and other regulations.

Essential Functions

1. Assists with client medications
 - a. Allergy/medication reconciliation
 - b. Coordinate refill requests
 - c. Process new medication orders
 - d. Submit prior authorizations
 - e. Provide education as directed by LMP
2. Updates Electronic Health Record (EHR) with medication and/or treatment changes and/or any additional communication as appropriate
3. Coordinates treatment plan:
 - a. Facilitates ordered lab work
 - b. Obtains and organizes outside records and results
4. Coordinates communication with primary care clinics, including providing written communication following psychiatric appointments
5. Takes and records vital signs including height, weight, BMI, and waist circumference when necessary; alerts LMP of abnormal VS and/trends
6. Assists with ride/transportation coordination and coordination for medical visits
7. Gathers health information including nutritional screenings, health history, and standing orders
8. Maintains medical supplies and equipment
9. Reviews emails and responds as appropriate
10. Complies with HIPAA regulations, follows OSHA guidelines and maintains compliance with the Joint Commission
11. Assists with procedures, treatments, and rooming for the clinic as needed
12. Transcribes provider orders into Electronic Health Record (EHR)
13. Communicates with families and treatment teams regarding medication or treatment changes
14. Attains and provides other competencies as directed by supervisors within the scope of training

15. Maintains a collaborative working relationship with staff
16. Demonstrates flexibility with duties and requirements of job as they evolve

Qualifications

Education, Certifications, Licensure

- Current Medical Assistant from an accredited program (MA); CMA preferred
- Current First Aid and cardiopulmonary resuscitation (CPR) certification or BLS Certification
- Valid Oregon Driver's license (if some travel required)

Experience

- Experience taking and recording vital signs required
- Experience working with diverse communities preferred
- Experience working with addiction and/or behavioral health preferred

For individuals recovering from the disease of addiction, have maintained continuous sobriety for the previous two years at the time of hire

Knowledge, Skills and Abilities

- Ability to perform patient/client care responsibilities considering needs specific to the standard of care for the age of the patient/client
- Ability to perform treatments and provide services to level of education/licensure/certification and within their scope of practice
- Ability to work cooperatively as a member of the interdisciplinary treatment team, completing all documentation in a timely fashion
- Demonstrated compassion towards individuals with mental illness and substance abuse disorders
- Excellent communication skills (both oral and written) with the ability to perform multiple tasks in a pressured environment.
- Ability to act as a role model for patients/clients through behavior, speech and appearance
- Is emotionally and physically stable to work with the clientele, model self-care skills and assist the patient/client in meeting his/her goals
- Ability to establish and maintain collaborative working relationships with co-workers as well as with other departments/disciplines
- Proficient in MS Office 365 (Word, Excel, Outlook), as well as internet, databases and Teams or other virtual meeting platforms
- Ability to enter client documentation accurately into the EMS and reporting systems
- Must be able to work independently, while also being able to contribute as a positive and collaborative team member
- Proven excellent customer service skills with clients and/or family members seeking help from BCTS
- Bi-Lingual Spanish/English preferred

Tools and Equipment Used:

Laptop computer, fax machine, scanner, copy machine, telephone. Additionally, must be able to use the following: blood pressure machines (digital and manual), glucometers, pulse oximeters, digital thermometers, venipuncture equipment.

Physical Demands:

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This work is performed primarily indoors in an office/clinic setting. While performing this job, the employee is regularly required to reach with hands and arms. the employee is frequently required to stand, walk, and use hands to handle, feel, or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust and focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Deschutes County and prescribed by the Program Director.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN THE EMPLOYER AND THE EMPLOYEE AND IS SUBJECT TO CHANGE BY THE EMPLOYER AS THE NEEDS OF THE EMPLOYER AND REQUIREMENTS OF THE JOB CHANGE.

Employee Signature / Date

Supervisor Signature / Date