

# Medical Assistant

Job Title: Medical Assistant Division/Department RRIA/IR-Riverside  
FLSA Status: Non-Exempt Reports to: Dir of Interventional Clinical Services  
EEO Code: Service Workers  
Salary Grade/Band: .....Last Revision Date: 03/2016

**SUMMARY** The Medical Assistant's role is to support the Riverside Radiology and Interventional Associates (RRIA) clinical practice. This involves performing a variety of tasks, coordinating patient care, and associated with the operation of Interventional Radiology at the Riverside office.

## PRIMARY RESPONSIBILITIES

### Administrative:

1. Answering phones.
2. Greeting patients.
3. Processing patient medical records.
4. Scheduling appointments and procedures.
5. Coordinating with hospitals and Riverside office.
6. Coordinating with testing labs.
7. Updating and filing patient's medical records.
8. Filling out insurance forms.
9. Handling correspondence.
10. Provide all necessary information to the physician.
11. Ensure room and equipment cleanliness.
12. Restock room daily/ and keep stocked supplies up to date on expiration.
13. Troubleshoot and report equipment issues.
14. Provide support for nursing staff in office.
15. Ensure a safe environment, empty sharps when needed.
16. Clean and maintain surrounding work area.
17. Interact in a positive manner with patients and staff members.
18. Other duties as assigned.

### Clinical:

1. Taking medical histories.
2. Recording vital signs.
3. Assisting physician during examination.
4. Changing dressings.
5. Explaining treatment procedures to patients.
6. Preparing patients for exams and procedures.
7. Dispose of contaminated supplies.
8. Telephone prescriptions to pharmacy upon provider approval.
9. Follow up calls to patients.

**ADDITIONAL RESPONSIBILITIES**

1. Timely room turnover.
2. Provide on-the-job training to new employees.
3. Instruct patients and provide education as necessary.
4. Perform back-up for areas that require a medical assistant.
5. Assist in coordination of plan of care with Primary Care Provider (PCP), Physician Assistant (PA), referring offices and Home Health Agencies. Enter and implement physician orders: Includes, but is not limited to: F/U calls, post procedures, medication tolerance, imaging results/plan of care, referrals, lab results. F/U PT/OT. Letter notification to patients as needed.
6. Participate in QA activities.

**KNOWLEDGE AND SKILL REQUIREMENTS**

1. Current BLS for healthcare workers.
2. Ability to read, interpret, and follow an order.
3. Manual dexterity required for operating machinery and computers.
4. Maintain a professional appearance and provide a positive company image to the public.
5. A certain degree of creativity and latitude is required.
6. Ability to lift up to 50 pounds required.
7. Ability to take initiative to continually improve and enhance RRIA.
8. Ability to identify problems and recommend solutions.
9. Ability to establish and maintain effective working relationships with physicians, technical staff and clerical staff and others.
10. Willingness to perform all duties as assigned.
11. Comply & follow with RRIA human resources policies and procedures.
12. Serve as a role model for fellow employees.
13. Develop full potential of technical skills and knowledge.

**WORKING CONDITIONS**

Working conditions are normal for a clinical office. Work involves occasional lifting of patients up to 50 pounds. Operation requires the use of personal protective equipment such as gloves, gowns and masks.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_