



Medical Assistant

General 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.

Principle Duties and Responsibilities

Administrative

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

Clinical

- Taking medical histories.
- Recording vital signs.
- Assisting physician during examination.
- Changing dressings.
- Explaining treatment procedures to patients.
- Preparing patients for exams and procedures.
- Dispose of contaminated supplies.
- Telephone prescriptions to pharmacy upon provider approval.
- Follow up calls to patients.

Additional Responsibilities

- Timely room turnover.
- Provide on-the-job training to new employees.
- Instruct patients and provide education as necessary.
- Perform back-up for areas that require a medical assistant.
- 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.
- Participate in QA activities.

Knowledge, Skills, and Abilities Required

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