



## **Medical Assistant/Patient Services Representative for Pediatrics opportunity located in San Leandro, CA**

UCSF Benioff Children's Physicians (UBCP) is a multispecialty physician foundation, and an associated clinically integrated network. Our primary goal is to foster physician collaboration to deliver the most advanced maternal and pediatric care throughout Northern California and beyond. We have Pediatric and Adolescent Care, After Hours Care and Maternal-Fetal Medicine clinics located throughout the San Francisco Bay area.

Under direct supervision of the Care Center Supervisor, this position provides clinical support for patients and physicians in the practice by performing a variety of front office and back office, patient-related tasks, and ensuring smooth patient and work flows within the department.

### **MAJOR JOB DUTIES AND RESPONSIBILITIES:**

The incumbent must possess exceptional public relation/customer service skills and be able to communicate with patients and physicians in an effective manner. Responsibilities are to identify the needs of the caller and execute a plan to meet the needs for registration, scheduling, billing/claims inequities, My Kids Chart support, and general questions. In addition to being able to assist in resolving issues and improving quality of care, to ensure necessary authorizations are obtained prior to patient visits, to check-in and check-out patients, to post payments in real time, to update patient demographics, and to troubleshoot any billing problems that may arise.

**I. Service Standards:** Demonstrated ability to remain professional, even when working through difficult situations, support the vision of the Care Center and the core values of UCSF Benioff Children's Physicians.

### **II. Role Delineation**

- Manages rooming and patient flow, including pre-visit preparation, assisting with the patient visit, and post-visit duties.
- Escorts patient to the exam room within 5 minutes of his/her appointment time or within 5 minutes of registration time if the patient arrives late. Follows all other rooming standards as established by UBCP.
- Assists the clinician as necessary as a team member when necessary.
- Employs lean techniques to support smooth patient work flows.
- Notifies patient of delays in accordance with UBCP standards, giving him/her the option of rescheduling.
- Informs provider of schedule changes that impact patient flow.

- Prepares patients for appropriate exams/procedures by reviewing EHR (Electronic Health Record) for health maintenance, disease management, overdue or due-soon services and pends orders, when appropriate.
- Gathers appropriate documents and signatures necessary to assist the Clinician in making treatment decisions, i.e. immunization consent etc.
- Ensures that exam rooms are clean, stocked and appropriately set up each day prior to rooming patients.
- Assists in patient education by providing informational pamphlets and after care instructions, and/or after visit summary as instructed by the Clinician or according to UBCP Policy.
- Refers care outside of the Medical Assistant position to the appropriate licensed personnel.
- Assists Clinician with EHR In-Basket management for prescription refills results, authorizations/referrals and non-clinical secure e-messages in accordance with UBCP standards.
- Follows UBCP policies and procedures for managing patient and pharmacy callbacks in a timely manner.
- Receives and records lab/radiological test results (may include outside medical records) via telephone or computer and ensures that those results and related reports are with the patient's medical record at the time of the patient's visit.
- May communicate normal test results only to the patient upon the direction of the Clinician.
- Relays Clinician instructions/orders to pharmacy (refills only without changes), patients and other entities via computer, phone, fax or email.

#### Clinical Support

- Washes or sanitizes hands per hand hygiene policy.
- Appropriately uses personal protective equipment (PPE).
- Maintains Sterile Technique at all times, as appropriate.
- Uses standard precautions, proper technique and always appropriately deploys safety devices on all syringes.
- Performs tests, and collects/prepares specimens per written order specific electronic order of the Clinician.
- Having completed all required training, performs 12 lead EKGs.
- Having completed all required training, correctly applies splints and braces as ordered by the Clinician.

#### Medication Management

- Follows the 6 rights of safe medication administration.
- May administer ordered medications via intradermal, subcutaneous or intramuscular injections, oral, sublingual, topical, vaginal, rectal or inhalation, with evidence of successful completion of formal competency verification.
- Follows Medical Assistant Medication Review workflow approved by UBCP.

- Obtains medication review. Notes allergies as well as verifies medications that the patient is currently using. May not independently add or delete a medication from the medication list.

## Electronic Health Record (EHR) Documentation

### **What the Medical Assistant can enter into the record before the Clinician is in the room:**

- Consistent with the UBCP policies and procedures, MAs must obtain and document in EHR or paper chart complete and accurate vital signs (minimum of three), including blood pressure, pulse, respirations, temperature, weight and height, appropriate for the patient's reason for visit, prior to the Clinician seeing the patient. Medications being taken and allergies will also be documented at each visit.
- Consistent with UCSF Benioff Children's Physicians UBCP policies and procedures, MAs may document exact quotes of patient's description of the chief complaint into the EHR. Those notes are to be reviewed and signed off by the Clinician.

### **What the Medical Assistant can enter into the record while the Clinician is in the room – also known as “Scribing”**

- MAs can enter verbal dictation from the Clinician and patient into the EHR.

### **What types of orders can be pended**

- A Medical Assistant may not execute any unsigned orders until the Clinician has signed off in the EHR.

## Care of Medical Equipment and Maintenance Responsibilities

- Cleans and sterilizes medical equipment as outlined by UBCP policies and procedures, manufacturer instructions, or by other accepted methods.
- Maintains daily/weekly/monthly logs as required by appropriate regulatory agencies and UBCP policies and procedures (i.e. autoclave, refrigerator/freezers, CLIA binder, etc)
- Ensures that medical supplies are maintained at appropriate inventory levels and are not expired.
- Maintains the safety and integrity of medical equipment, including inspecting the equipment for damage and/or the need for replacement of faulty equipment. Such faulty equipment must be reported to the appropriate person and removed from service.
- Ensures the proper disposal of biohazards and sharps waste.
- Ensures all medication cabinets are locked according to UBCP policies and procedures. Samples must be stored in a locked cabinet. For routine, non-controlled medicine storage, the medication must be stored in a lockable cabinet. Routing medications should be in an area not readily accessible to non-staff.

## **Independent Judgment**

## Universal Criteria – Planning and Time Utilization

- Performs duties in a self-directed manner with minimal supervision or direction.
- Ensures that routine and priority tasks are completed within established departmental timeframes.

## **Essential Skills, Bodies of Knowledge And Abilities That Are Required For The Position**

- Basic anatomy and physiology
- Must be a Certified Medical Assistant, with all of the skills required by the State of California for that certification or achieve certification within six months of employment.
- Medical terminology and abbreviations.
- Universal Precautions.
- Medication Administration
- Must have passed pre-screen assessment prior to hire. Completion of medication test is also required. Candidates must pass Medical Assistant competency exam with 85% for consideration.

## Special Skills

- High performer expectation with the goal of providing an excellent patient experience for every patient and every family member.
- Teamwork and partnership skills to participate as a teammate with the Clinician and other team members.
- AIDET (Acknowledge, Introduce, Duration, Explanation and Thank You) is a framework for the employees to communicate with customers, as well as with each other. Medical Assistants must be competent and validated in AIDET and other service excellence tools and tactics.
- Competent in adjusting to change and willingness to participate in process improvement projects and tasks.
- Dosage calculation skills as proven by successful completion of medication test and no less frequently than annual competency assessment.
- Possess organizational skills and the ability to manage multiple tasks effectively, using lean techniques for standard work.
- Excellent written communication skills, including accurate grammar, spelling and punctuation.
- Computer skills including patient scheduling software and EHR.
- Competent and validated in basic Medical Assisting skills such as medical record documentation, taking vital signs, preparing patients for exam, etc.
- Ability to efficiently operate office equipment, i.e. computer, telephone, fax, photocopy machine, etc.
- Ability to establish priorities and coordinate work activities paying particular attention to detail.
- The ability to manage multiple priorities and demands on time, while remaining calm.

## Professional Development

- Maintain certification or licensure from an approved certification agency, if applicable.

## Universal Criteria – Policies and Procedures

- Demonstrates a clear understanding of, and consistently adheres to UBCP policies and procedures.
- Attends and actively participates in department and facility meetings and classes.
- Adheres to UCSF Benioff Children's Physicians's behavior and service standards.

## Universal Criteria –Safety

- Follows safety procedures, operates equipment and performs job related duties in a safe manner which prevents accidents from occurring.
- Maintains a clean, neat and safe working environment sufficient to prevent injury.

## Universal criteria – Compliance

- Complies with all laws and regulations that govern the healthcare industry.
- Complies with all state laws and regulations as well as UBCP policies and procedures with respect to the Medical Assistant's role.

## **Equipment Or Machines That Must Be Operated To Perform The Job Acceptably**

Ability to operate following equipment: telephone and headset, computer, fax and copy machines, printers, electronic and manual scales, blood pressure devices, electronic thermometers, ophthalmoscope, otoscope, O2 pulse oximeters, syringes, stethoscope, wheelchairs, liquid nitrogen supplies, urometer, glucometer, stadiometer, point of care testing equipment and other equipment used in the medical office.

## **Working Conditions**

### **Working Relationships/Contacts**

#### **Internal**

Clinicians to assist as needed; other department personnel to share information needed to complete job duties, peers to share information as needed.

#### **External**

Patients and Patient's Families to assist in implementation of medical care; insurance companies share information; Pharmacies, Pharmaceutical Reps to facilitate medication orders and samples and other medical Clinicians and health care facilities to share information.

### **Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to perform the functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions of the job.

**An individual will be exposed to the following while performing the essential functions of this job:**

- Blood and/or body fluids
- Communicable disease
- Needles and other sharps
- Toxic/Caustic chemicals
- Violent patients
- Electromagnetic energy

### **UBCP Citizenship**

Adheres to all UBCP policies and procedures (i.e. Administrative and Human Resources), practices safe work habits, and engages in good business standards and practices.

### **Technical Skills**

1. Effectively utilizes electronic health record, Microsoft outlook and MS Office Suite.
2. Takes a proactive view of daily and weekly clinician schedules, fills openings via the waiting lists and through requesting patient names from clinicians. Works diligently to keep clinicians' schedules full.

### **Communication**

1. Provides friendly, knowledgeable and responsive internal and external customer service. Sets appropriate expectations for patient and staff like.
2. Utilizes EHR to communicate about appointment details. Keeps other administrative team members well-informed of any patient(s) or physicians(s) needs, schedule changes, etc.
3. Keeps Supervisor informed in a timely manner of customer compliments, complaints, or problems with clinical services.

## **Quality**

1. Maintains current knowledge of all physicians and services of the practice.
2. Maintains charting compliance with current standards.
3. Consistently extends a professional, warm environment by using a pleasant tone of voice and maintaining composure at all times.
4. Attends staff meetings and other gatherings, as required.
5. Holds self and peers accountable to uphold the Standards of Behavior regardless of race, ethnicity, culture, religious, affiliation, disability, socioeconomic background, education, sexual orientation, marital status, gender, age or position.

## **Other Job Functions**

1. Complies with all HIPAA regulation and UBCP standards of patient confidentiality.
2. Accepts and performs other job related duties, projects and responsibilities, as required.

## **Entry Level Formal Education, Experience Vocational Training and/or Certifications and Licenses**

### **Required**

- High School diploma or equivalent
- Certified Medical Assistant
- Graduate of an approved MA program, which includes injectable training
- Current certification in CPR/BLS from approved agency
- Evidence of completion of infection control training per 1983 CDC guidelines

### **Preferred**

- Minimum of 2 years of Medical Assisting/Specimen Handling-Phlebotomy
- Bilingual in Spanish is a plus, but is not required.

We offer a competitive benefits package including a very generous 401(k) and Paid Time Off (PTO) plans.

*It is the policy of UCSF Benioff Children's Physicians to provide equal employment for all qualified individuals; to prohibit discrimination in employment because of race, color, creed, religion, marital status, sex, sexual orientation, gender identity or expression, ancestry, national origin, age, medical condition, disability or status as a veteran or a disabled veteran. Equal employment opportunities apply to every aspect of UBCP's employment policies and practices.*