



## **VITALITY UNLIMITED/VITALITY INTEGRATED PROGRAMS POSITION DESCRIPTION**

**JOB TITLE:           MEDICAL ASSISTANT**  
**DEPARTMENT:       MEDICAL**  
**SUPERVISOR:        OPERATIONS COORDINATOR**

### **JOB SUMMARY:**

The Medical Assistant position is responsible for setting appointments for clients' physical examination. Verifying patient information by interviewing clients, recording medical history, confirming purpose of the visit. Preparing clients for examination by performing preliminary physical tests; taking blood pressure, weight, and temperature; reporting client patient history summary. Securing client's information and maintaining client confidence by completing and safeguarding medical records; keeping client confidentiality. This position reports to the Operations Coordinator.

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

- Greeting patients.
- Updating and filing patients' medical records.
- Prior Authorization for Insurance.
- Filling out insurance forms.
- Handling correspondence.
- Scheduling appointments.
- Taking medical histories and recording vitals.
- Preparing patients for examination.
- Assisting the Medical Provider during the examination.
- Dispose of contaminated supplies and sterilize medical instruments.
- Arrange examining-room instruments and equipment.
- Keep waiting and examining rooms neat and clean.
- Perform work that is central to the smooth running of the medical office.
- Provide backup receptionist duties as needed.
- Other job duties as assigned that may reflect your area of expertise.

**KNOWLEDGE AND SKILLS:**

- Good communication skills. Medical assistants must be active listeners in order to understand and accurately record patient issues and specifications. They must also be capable of clearly articulating instructions to the patient and effectively communicating information, both written and spoken to other health care professionals working with the patient.
- Organizational and clerical skills. Most medical assistants have at least some office duties, from answering the phones and scheduling appointments to maintaining patient files. Being highly organized is critical, and clerical skills like typing and filing are helpful.
- Medical knowledge. Medical assistants should have a good working knowledge of medical terminology, anatomy, and basic procedures like drawing blood or dressing a wound. Knowledge of first aid and CPR may also be required.
- Knowledge of safety and sanitation. Medical assistants should always be aware of personal and consumers safety. Understanding and practicing safety and sanitation protocols is essential.
- Computer skills. Being comfortable with using computers is necessary for a variety of administrative tasks. Especially as many health care practices are adopting EHRs (Electronic Health Records), computer competency is one of the most important medical assistant skills.
- Customer service skills. Remember, patients are customers who select their practitioners based on quality of care and service received. Treating patients with sensitivity and respect is essential.

**EDUCATION:**

A minimum of 3 years experience as a medical assistant either in office or hospital setting.

I have read and fully understand the duties of my position.

\_\_\_\_\_  
Employee Signature

Date: \_\_\_\_\_

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Human Resources Coordinator