

Medical Office Assistant

POSITION SUMMARY

The Medical Office Assistant, supports the daily operations of the medical office by participating in and performing various tasks. The Medical Office Assistant works in collaboration with most, if not all departments, including but not limited to clinical back office, front office, pharmacy, inventory management, etc.

PRIMARY ACCOUNTABILITIES

- Processes all mail received and distributes appropriately
- Courier between sites for transporting mail and specimens
- Perform autoclaving of instruments and autoclave maintenance at both sites
- Manages locker and mailroom assignments
- Monitors and checks nursing routing bins for outgoing faxes, letters, etc.
- Assists clinical pharmacist with processing prior authorizations
- Provides back up for referral coordinator when needed
- Monitors POCT supply inventory and orders to replenish as needed at both sites
- Ensures exam rooms are sufficiently stocked with necessary supplies
- Checks for expired medications in clinical areas
- Oversees Stericycle waste process
- Performs operational task such as sending no-show letters, printing morning huddle reports, gathering and posting patient comment cards, etc.
- Assists quality team with mailing out patient letters
- Assist with gathering patient medical records as needed (i.e.) as part of the Urgent New Patient Process
- Other duties as assigned

Operational Excellence

- Uses professional skills to the best of their ability
- Maintains a current up-to-date knowledge of new policies and procedures
- Works to create an efficient, highly productive environment utilizing LEAN methodology

Relationship Management

- Develop collaborative relationships with all departments, managers and staff

POSITION REQUIREMENTS

Education

- High school diploma or equivalent.

Qualifications and Key Skills

- Demonstrated success with clear thinking and ability to reorganize as needed.
- Demonstrated success in working independently, prioritization and problem solving.
- Demonstrated success in organization abilities.
- Demonstrated success in computer skills including the ability to use computer for electronic health records and reasonable keyboard skills.
- Demonstrated success in customer service/patient services or working with the public.

- Knowledgeable in basic medical terminology
- Demonstrated success in attention to detail.
- Uphold the mission, values, and principles of the organization
- Create and maintain a positive culture.

Physical/Environmental

- Normal accessibility and mobility throughout the region required.
 - Normal overtime/extended work hours.
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- ✓ This is a full-time position.
- ✓ Compensation is dependent upon qualifications and experience.

- We are an FQHC and are tasked with providing a quality health care experience for all members of the community.

- ✓ We offer benefits including: 401(k) employer contributions; Life, Medical, Dental and Vision Insurance; HRA, FSA and DCAP; Short and Long-Term Disability Insurance; paid holidays and earned Paid Time Off.

If interested in this position submit Cover Letter and Resume to: resumes@nohn-pa.org