**Position Title**: Medical Assistant (CMA OR RMA)

**Reports To**: Office Manager

**Locations**: Danbury Office- Pain Management

**Department**: Clinical – Medical Assistant

**GENERAL STATEMENT OF DUTIES**

Direct assistant to physician, constant patient contact, clinical assistance of patient flow and information gathering, manage physicians daily schedule, management of x-rays and medical supply inventory and ordering. Reports to Managing physician for patient/clinical issues; Office Manager for administrative and other office issues.

**PRIMARY FUNCTIONS**

* Escort patients to room
* Assist physician with all medical procedures with courteous and knowledgeable medical decision making; follow through on patient requests for information
* Receive and handle all patient telephone calls to completion
* Clinical/Administrative
* Manage patient charts: receive charts from transcription, organize chart based on office policy, follow through on any incomplete paperwork or items missing from chart. Review patient charts daily for next day’s appointments.
* Prepare exam rooms between each patient and prepare injections daily
* Call in prescriptions to pharmacies
* Review all charts prior to patients’ appointments to assure all paperwork is complete and attached
* Stock exam rooms with supplies
* Order medical supplies and manage inventory storage
* Establish and update inventory of medical supplies
* Maintain and dispose of biohazard materials
* Act as a liaison between patient and physician, communicating messages, screening telephone calls for referral to physician.
* Know legalities regarding confidentiality of patient records
* Know OSHA regulations and follow correct procedures for handling biohazard materials
* Complete forms for patients according to physician’s direction for workers comp, disability, insurance, etc.
* Other miscellaneous duties as directed by physician or supervisor
* Monitoring physicians schedule: including on call and keeping computer system up to date

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

Education:

* Graduation from an accredited Medical Assistant program and certified (RMA or CMA)
* High school graduate or GED
* At least one year of work experience in a medical office setting
* Knowledge of medical office procedures and insurance verification
* Ability to demonstrate a mature, dependable, and responsible approach when interacting with patients, physicians, co-workers, and additional outside sources
* Proactive self-starter
* Understands referral requirements of major third party payers
* Ability to multi-task, prioritize and exceptional attention to detail
* Excellent organizational, verbal and written communication skills

*The above statement reflects the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the job.*