



JOB DESCRIPTION

POSITION TITLE:	Resource Medical Assistant
DEPARTMENT:	Primary Care and Specialty
SUPERVISED BY:	Clinical Nurse Leaders (CNLs)
SUPERVISES DIRECTLY:	N/A
SUPERVISES INDIRECTLY:	Medical Assistants (MAs)
PREPARED/REVIEWED/REVISED DATE:	1/2024
PREPARED/REVISED BY:	Human Resources Manager, Clinical Director & Clinical Nurse Leaders
DEPT. DIRECTOR APPROVAL:	Margaret Donovan
HUMAN RESOURCES APPROVAL:	Johanna McCaffrey

EDUCATION, EXPERIENCE, LICENSE AND CERTIFICATION REQUIREMENTS:

EDUCATION & TRAINING:	High school diploma or equivalent; Graduate of accredited medical assistant program preferred
EXPERIENCE:	2-3 years of Medical Assistant experience, preferably in an outpatient setting; Supervisory experience preferred; Experience with EMR highly desired.
LICENSE & CERTIFICATION:	BLS Certification required, MA certification strongly preferred but not required

JOB PURPOSE/SUMMARY:

The Resource Medical Assistant will be the primary resource for orientation, education, and coordination of Medical Assistants in their designated practice location. They will use leadership skills to be a role model for their teams, and facilitate practice workflow. Under the direction of the Clinical Nurse Leaders (CNLs), the Resource MA will collaboratively supervise Medical Assistants in day-to-day activities.

Individual Functions

Under the direct supervision of the CNLs, and with the guidance of the Office Manager and Clinical Director, the Resource MA will perform the following functions, in addition to the detailed job description of a Medical Assistant.

Education:

- Completes onboarding training with newly-hired MAs in conjunction with the assigned preceptor.
- Checks in weekly with the provider(s) to ensure a newly-hired MA is able to successfully support and perform all duties independently. The Resource Medical Assistant will complete a 30 and 60-day clinical competency review of new medical assistants.
- Performs ongoing education with MA staff on office workflows, clinical competencies, and quality initiatives.
- Actively participates and attends all in-service/education regarding quality improvement, clinical competencies, and Resource MA meetings to enhance skill sets and to bring knowledge attained back to respective clinics.
- Facilitates trainings with MAs at monthly site meetings and works collaboratively with DMC's Quality Team to promote quality education, training, and compliance with MA staff.
- Works closely with CNLs to develop educational resources, competencies, and trainings that are specific to the medical assistant role.

Collaborative Supervision:

- Leads daily huddles at practice location with the MAs to assign tasks related to practice work flow to include opening/closing checklists, the sharing of providers, covering call outs, lunch schedules, and/or changes to the clinic schedule.
- Ensures that MAs review and prepare charts up to three days prior but no less than one day prior to patients' scheduled appointments and that all requested medical records, lab and diagnostic results have been completed and that reports are accessible to the provider.
- Audits patient charts to ensure gaps in care are closed and documentation is complete and accurate. Reviews audit results with MAs if needed and provides further education as appropriate.
- Encourages, and supports staff to actively participate in clinical quality workflows.
- Ensures that MAs are stocking exam rooms and disposing of expired items.
- Monitors the completion of opening and closing checklists.
- Works closely with MAs and the nurse to manage patient messages in the EMR boxes. Takes messages and assists providers with patient communication. Delegates patient messages to the provider's MA when appropriate and prioritizes handling patient messages when time sensitive. Follows up with responsible MA to ensure completion of task assigned.

Coordination:

- Manages stock of Point of Care Testing (POCT) supplies and ensures the counts are in alignment with patient testing numbers. Audits POCT logbook for completion and when discrepancies are found, follows up with responsible MA.
- Promotes MA stations and exam rooms are stocked, clean and orderly.
- Knowledgeable about all State Vaccine related policies and procedures and is able to support the Vaccine Coordinators when assigned and acts as a resource to staff for questions. May serve as Vaccine Coordinator or Assistant Coordinator.
- Tracks medical supplies and communicates ordering needs to office manager. Alerts Office Manager when medical equipment needs servicing.

Staff Related Functions

- Holds self and others accountable. Embraces and promotes change to support optimal patient outcomes and an effective professional practice environment
- Communicates in a professional, positive, respectful manner with staff, peers and providers
- Establishes and maintains effective and collaborative relationships with providers, clinical staff, and supporting admin staff and functions as a resource to the medical assistants and team leads
- Prioritizes work and assists staff to provide prompt and efficient patient flow. Consistently maintains high productivity according to identified standards
- Partners with providers and team to maintain key performance indicators such as quality outcomes measures

Organizational & Department Related Functions

- Understands, contributes and supports the organizational and department specific goals and strategic imperatives
- Adheres to all enterprise wide and departmental policies and procedures
- Fosters a culture of service excellence which anticipates and responds to the needs of our patients
- Performs job duties in a manner that reflects the highest ethical and professional standards
- Ensures and protects the confidentiality of sensitive information by following HIPAA Guidelines
- Complies with all federal, state, and local standards and laws regulating the provision of professional services (licensure and scope of practice)
- Works closely and collaborates with ordering provider and manager
- Performs other duties as assigned

COMPETENCY EXPECTATIONS & CORE VALUES:

Competency	DMC Core Values	Definition & Standards
Analytical Thinking	Innovative	Analytical Thinking means breaking down problems or tasks; scanning one's own knowledge and experience to identify causes and consequences of events.
Teamwork and Collaboration	Respectful and Inclusive	Teamwork and collaboration imply the intention to work collaboratively with others, to work together as opposed to working separately or competitively. Task accomplishment is achieved through working effectively with others and appreciating the value and commitment of every member.
Continuous Improvement	Innovative	Continuous Improvement refers to one's desire and commitment to do the best job he/she can; to find better, more efficient ways of doing his/her job. It involves a continuous effort to improve one's skills and abilities at every opportunity. It is striving for continuous improvement in both individual and team processes.
Change Management	Respectful, Inclusive and Compassionate	Change Management means one can handle change easily, sees the value of differing opinions, and adapt one's own approach or position in response to new information or changing needs in the organization.
Professionalism	Respectful and Inclusive	Professionalism is shown by the manner in which we conduct ourselves and interact with others- the image we project. It refers to our attitude toward our jobs, our co- workers, and the public.
Listening, Responding and Training	Respectful, Inclusive and Compassionate	Listening, Responding, and Training refers to the way people share information, provide necessary feedback, and offer guidance and/or direction.