

***Connecting care with a culture of comprehensive wellness***

**Job Description**

**Job Title:** Lead Medical Assistant

**Department:** Medical Clinic

**Reports To:** Practice Manager

**Employment Category:** Regular, Full Time

**FLSA Status:**  Exempt or  Non-Exempt

**Position Summary:** The Lead Medical Assistant (LMA) will assist with Care Team leadership responsibilities as well as assisting providers in the examination and treatment of patients. The LMA ensures the efficiency of patient flow and quality of care during clinic hours. Assists with ensuring department goals are met and service excellence is achieved. Responsible for the training of new hires. Serves as a liaison between Medical Director & Practice Manager and other clinical staff working in collaboration with other departments. The LMA also serves as the vaccine coordinator who is responsible for ensuring all vaccines are ordered, stored, recorded and handled correctly.

**Essential Duties and Responsibilities:**

**Administrative Duties-**

- Facilitate orientation of new Medical Assistant staff/externs by providing oversight, completing skills checklist, and coordinating schedules
- Monitor Medical Assisting team productivity
- Assist in facilitating flow of patients
- Coordinate staff schedules to assure that all provider teams have adequate staffing
- Assist with Immunization coordination including:
  - Inventory of vaccines to include ordering and maintenance of stock
  - Entering new vaccine lot numbers into RPMS and MCIR
  - Monitor vaccine logs for completeness
  - Ensure accurate data entry of vaccines into EHR and MCIR
  - Ensure Vaccine Information Sheets are up to date and distributed to clients
  - Use RPMS system to run regular reports identifying clients due or past due
  - Complete IHS Immunization reports
- Organized Vaccine Clinics specifically in conjunction with COVID-19 activities.
- Responds to patient telephone inquiries by evaluating and responding to the patient's problems and questions.
- Identify and participate in quality improvement activities
- Monitor and ensure daily departmental opening and closing procedures are followed
- Monitor inventory of medication and supplies stored on-site
- Monitor department logs, complete required inspections, changing sharps containers
- In collaboration with the Practice Manager, participate and/or facilitate routine morning huddles
- Work to resolve conflicts among team members
- In collaboration with Medical Director/Practice Manager, take necessary disciplinary measures
- Assist with issues involving the medical office during office hours and outside of office hours via phone
- Assist Practice Manager with performance evaluations of Medical Assistants

- Assist Practice Manager with reporting requirements to include board reports and grant/contract reports
- Coordinate with interdisciplinary team to review clinic utilization
- Provides information and recommendations to the Medical Director and Practice Manager regarding the need for formulation and/or modification of policies and procedures related to the delivery of health care services
- Attend trainings or meetings as directed
- Schedules off-site appointments with specialists.

#### **Clinical Duties-**

- Assist with patient admission by greeting and escorting patient to the examination room
- Interviews patients for chief complaint and obtain vital signs
- Assists with patient examination and treatment as directed by medical provider(s).
- Administers injections or treatments and performs routine laboratory tests.
- Collects and prepares specimens from patients for testing and performs routine laboratory tests on samples.
- Administers specified medication or vaccination, orally or by subcutaneous, intermuscular or intradermal injection, and notes time and amount in patients' charts.
  - Observes patients and reports adverse reactions to medication or treatment to medical provider(s).
  - Follows up with patients on lab results, including the scheduling of any additional tests as directed by medical provider.

#### **Other Duties and Responsibilities:**

- Promote a positive work environment in which team members willingly assist each other
- Ensure confidentiality of all client specific information and data in accord with federal and state guidelines
- Adhere to a professional code of conduct and applicable federal and state laws/regulations
- Exercise responsibility for maintaining a clean and safe work environment
- Other duties as assigned
- The above duties and responsibilities are not an all-inclusive list but rather general responsibilities that will be subject to change based on organizational needs and/or as deemed necessary by the supervisor

**Education/Experience:** High school Diploma required. Current certification for Medical Assistant required. Minimum of two years' experience as a Lead Medical Assistant. Experience in leading and training. Experience with MCIR and immunization management. Bilingual in Spanish a plus. Current BLS certification required (must be obtained in 30 days of hire)

#### **Additional Qualifications:**

- Must be self-directed.
- Must be able to maintain confidentiality, handle crisis and tolerate stress professionally.
- Valid MI license; other credential or licenses must be kept current and consistent with applicable regulations.
- Ability to maintain a flexible work schedule, including evenings, weekends and overnight or extended travel as necessary.
- Ability to promote an alcohol, tobacco and drug-free lifestyle.
- Ability to apply proficient understanding to carry out instructions furnished in written, oral or diagram form.
- Ability to read and comprehend simple instructions, short correspondence and memos.

**Other Requirements:** Familiarity and/or experience working with the Native American community; respect for and knowledge of traditional, cultural and spiritual practices of a diverse Native American community, as well as an ability to work with other racially, culturally and ethnically diverse populations.

**Work Environment/Physical Demands:** The characteristics and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; sit and use hands to finger, handle, or feel. The employee is often required to stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**NATIVE AMERICAN/AMERICAN INDIAN PREFERENCE IN HIRING WILL BE APPLIED AS DEFINED IN THE INDIAN PREFERENCE ACT (TITLE 25, U.S. CODE SECTIONS 472 AND 473).**

**Acknowledgement of Receipt**

I acknowledge that this job description is neither a contract of employment nor a legal document. I have received the job description, and I understand that it is my responsibility to read and comply with the duties contained in this description and any revisions made to it.

EMPLOYEE'S NAME (printed): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

ENTERED INTO PERSONNEL FILE BY: \_\_\_\_\_ DATE: \_\_\_\_\_

Revised: 08/2024