

At Central Maine Healthcare our team members are committed to providing exceptional care and experiences for our community and for each other every day.

#### Essential Duties:

##### Clinical responsibilities:

The MA takes medical histories and records vital signs, explains treatment procedures to patients, and prepares patients for examinations and procedures. Serves in a Patient care support role which may include assisting the medical and nursing staff during examination and procedures. Performs other clinical functions as delegated and supervised by the provider within the scope of CMH guidelines. May be requested to be a liaison for clinic activities such as Urgent Care Association Accreditation and/or participate in system committees.

##### Administrative responsibilities:

Serves as the champion of the patient experience. Engages patients utilizing exceptional customer service practices in alignment with the Five Must Haves;

Greet people with a smile, friendly eye contact and say hello

Take people where they are going, rather than point or give directions

Use key words at key times. "Is there anything else I can do for you?"

Foster an attitude of gratitude

Round with reason

Prepare for clinic visits by reviewing next day patients and completing next day preparation activities. Check-in patient upon arrival in the practice. Identify correct patient information in electronic medical record and verify patient demographic data. Present and educate patients on required forms and obtain signature as required by policy and procedure. Collect and post co-payments and balances on accounts due. Copy, file and distribute insurance cards as indicated by procedure. Utilizes centralized scheduling system and software applications to schedule appointments. Determine the amount of payment due at time of service to be collected based on insurance plan. Check-out patients. Make return appointments by scheduling patients into the correct appointment type, entering the primary care provider or referring provider and scheduling tests and procedures. Communicates with team members by using multiple advanced communication tools. Answer telephone, take and deliver messages to the care team. Report obtained medical information from patients and referring provider accurately, completely and timely. Disseminate messages according to practice communication standards. Uphold CMH policies and procedures including HIPAA. Participates in orientation, training programs and attends meetings as required. Performs other related duties as assigned or described by the organization's policy.

#### Education and experience:

Graduation from accredited Medical Assistant program required. Must have one (1) of the following credentials or be eligible to obtain 1 (one) of the following credentials, based upon the credentialing organization's eligibility requirements, within 90 days of hire: i. Certified Medical Assistant (CMA) "American Association of Medical Assistants ii. Registered Medical Assistant (RMA) "American Medical Technologists iii. Certified Clinical Medical Assistant (CCMA) "National Healthcare Association iv. National Certified Medical Assistant (NCMA) "National Center for Competency Testing v. Registered Medical Assistant (RMA) "The

American Registry of Medical Assistants vi. National Registered Certified Medical Assistant (NRCMA) – National Association for Health Professionals High school diploma or equivalent required Current American Heart Association Healthcare Provider BLS certification required One year of work experience as a Medical Assistant in a clinical setting preferred One year of work experience in direct communication and providing service to patients or to the public, preferably in a healthcare field Demonstrated proficiency with data entry/keyboarding Experience with computer applications and Electronic Medical Record

Knowledge, skills and abilities:

Heavy lifting and the ability to transport stretcher and wheelchair patients may be required Working knowledge of sterile techniques and special procedures that are applicable to work performed Working knowledge of procedures and techniques involved in administering routine and special treatments to patients Age specific competencies Daily clinic preparation process; registration, scheduling, charge posting, order entry. Able to document and communicate pertinent information Ability to establish and maintain effective working relationships with patients and clinic staff Typing skills Medical terminology Excellent organizational and interpersonal communication skills Ability to perform multiple tasks or activities simultaneously, provide quality patient service, prioritize and use critical thinking Effectively communicate with patients in a supportive and tactful manner Identify and apply effective service recovery opportunities Ability to remain calm in a busy or stressful situation Represent the organization in a positive manner, support and encourages strong morale within the team and maintain effective, professional relationships with others If you are passionate about making a difference and are looking for your next great career opportunity, we look forward to reviewing your application!