

**Comprehensive Care Center  
(CCC)  
Job Description**

**Job Title:** Front Office/Medical Records/  
Medical Assistant - **Miami**

**Date Revised:** 12/14/2016

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**Statement of Purpose:** This position is responsible for Front Desk and Medical Records Administration as well as performing the duties of a Medical Assistant.

**Primary Tasks:**

**Front Desk:**

1. Greets and directs all clinic patients and visitors in a prompt, courteous, and professional manner.
2. Effectively answers and routes inbound calls, providing accurate information to caller inquiries.
3. Schedules patient appointments accurately in EMR.
4. Confirms patient appointments daily.
5. Completes new patient registration in EMR, including demographic and insurance information.
6. Forward completed insurance information to the authorization team well in advance of appointment, and communicates with patients and reschedules them as appropriate when complete information is not provided.
7. Ensures that all consents, privacy policy acknowledgement, and other patient intake paperwork is completed, scanned, and entered into EMR prior to the appointment.
8. Accurately Check-in and Check-out patients in a timely manner in EMR.
9. Requests patient responsibility (copays, coinsurance, deductibles, balances due) at time of office visit. Able to accurately determine and locate patient responsibility amounts and effectively communicate with patients regarding balances due.
10. Processes and accurately records daily monies batch at the time of payment all patient payments, including cash, credit cards, and copays. Returns all collections to Billing and Accounting in a prompt and timely manner. Follows CCC/CAN policies and procedures regarding balancing of payments and preparation of deposits.

**Medical Records:**

1. Accurately enters all required information into patients EMR chart.
2. Ensures all lab results are received electronically or manually entered into the EMR accurately.
3. Scans patient information/records into electronic chart and mark for review when required.
4. Sends lab orders (electronic and paper) to labs for all patients as requested.
5. Prepares Request and receives records/documents with proper consents to other health care providers, government agencies, insurance companies, etc. as requested.
6. Assists Medical Team with administrative tasks.
7. Maintains HIPAA and confidentiality regarding patient/client and/or family in accordance with professional and departmental standards.

**Medical Assistant:**

1. Performs medical intake procedures including vital signs and history.
2. Performs complete patient evaluation and assessment.
3. Records and reports symptoms, reactions, treatments and changes in patient's conditions.
4. Performs immunizations as directed by the physician.
5. Documents all patient care in an accurate and timely manner.
6. Completes all medical prior authorization and documentation requirements.
7. Maintains temperature logs for all clinic refrigerators containing specimens and medications.
8. Practices safety, environmental and/or infection control methods.
9. Provides assistance with referrals and coordinates services with other organizations, federal and local programs.
10. Collaborates with clinic team members to coordinate patient services.

**Secondary Tasks:**

1. Promotes and practices CCC's values and mission, and adheres to all policies and procedures.
2. Maintains confidentiality regarding patient and/or family in accordance with professional and departmental standards.
3. Participates in continuous quality improvement of services rendered to CCC clients.
4. Develops and fosters networking relationships with community and support resources.
5. Utilizes resources and supplies in a cost effective manner.
6. Demonstrates courtesy, compassion and respect in all interpersonal relationships with CCC clients, staff and visitors.
7. Maintains professional manner in all aspects of job tasks.

**Physical Requirements:**

1. Requires full range of body motion including handling and lifting patients.
2. Must be able to lift a minimum of 30 pounds unassisted.

**Education/Professional Experience:**

1. Medical Assistant Degree
2. CPR certified

**Knowledge, Skills and Abilities Required:**

1. Demonstrates knowledge of HIV medical terminology, procedures, medications and accepted treatment practices.
2. Practices safe phlebotomy skills using standard precautions.
3. Demonstrates knowledge of OSHA rules, regulations and mandates.
4. Good communication and interpersonal skills with patients, visitors and staff members.
5. Ability to utilize problem-solving techniques, be a self-starter, work effectively, organized and perform multiple tasks simultaneously.
6. Ability to read, understands, follow and enforce safety procedures.
7. Bi-lingual (tri-lingual preferred)

**Responsible To:**

Chief Pharmacy Officer

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Front Office/Med Rec/MA Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date