



Job Title: Medical Assistant (phlebotomist/front desk/medical assistant)

Table Health's Mission and Values

Table Health's Mission: To engage citizens to be in control of their own health, living better, happier lives.

Table Health's Values: Redefining Healthcare through transparency, authenticity, and value.

"We are seeking a driven thoughtful individual with healthcare skills to help lead in our work to transform medical care to something better."

Direct Primary Care (DPC) is a membership-based model of care that is outside the insurance model of healthcare. With this type of care, physicians can expect to have a smaller patient panel, more time with patients where they create meaningful relationships. All staff experience freedom from insurance billing stress, and have a better work/life balance.

Skills

- Excellent communication skills - The ability to successfully exchange information/idea/emotions by speaking, writing, or using other communication applications such as email, slack, and an EHR
- Empathetic, compassionate, and willing to see and hear patients' needs - a way to connect to the emotion another person is experiencing and not the actual experience
- Clear, effective, direct, and honest written communication in SOAP note dictation
- Excellent attention to detail - the ability to achieve thoroughness and accuracy when accomplishing a task
- Ability to follow through on tasks - continue an action or task to its conclusion
- Ability to shift from one task to another with ease and calm
- Able to perform tasks independently and confidently
- Takes initiative - the power or opportunity to act or take charge before others do and the ability to assess and initiate things independently
- Respectful - Treating others the way you want to be treated. Being considerate and honoring the feelings, opinions, and property of others.
- Responsible - answerable, or accountable for something within one's power, control, or management
- Time management - the process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity. Arrive on time for scheduled work
- A high level of emotional intelligence - the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.
- Ability to learn and efficiently use EHR and other applications in a timely manner

- Critical thinking skills to solve problems - able to identify and define the problem, generate alternative solutions, evaluate and select the best alternative, and implement the selected solution
- Takes direction from leadership

Work Context

- Real-time interactions that take place at **Table Health in Petoskey**
- Ability to lift up to 25 pounds
- Ability to sit or stand for long periods of time
- Fluent in English

Job Duties

Medical Assistant Tasks

- Assist physicians with procedures and gynecologic exams, as needed.
- Perform point of service testing to include glucose, throat and nasal swabs, urine tests
- Perform medication supply inventory
- Assure patients charts are organized and up to date and all appropriate paperwork has been completed
- Assist with Commercial Driver's License exams

Phlebotomist

- Perform venipunctures/draw blood on adults, children.
- Uses technology as related to specimen collection, specimen flow, and specimen referral
- Performs and records laboratory testing procedures
- Collects payment, as needed, for charges that may accompany blood draws and tests.
- Collects DOT drug screen samples using DOT certified drug standards-will train
- Perform Alcohol Breath Screenings using set standards-will train
- Other types of testing or duties in keeping with other job duties, including the collection of specimens for laboratory analysis and performing testing required by clients
- Administers basic first aid to patients who have fainted during puncture procedure; recognizes and requests emergent assistance when needed
- Keeps neat and maintains the specimen receiving areas, phlebotomy workstations, outpatient drawing labs
- Ensures supplies are not expired by routinely checking expiration dates and consistently checking all areas for expired supplies
- Performs product inventory for lab supplies and alternative testing supplies on a monthly basis, making sure there is no overstock or understock of supply

Administrative Assistant

- Field phone calls - schedule appointments, enroll new patients, triage medical needs, communicate with vendors, hospitals, other offices, prospective patients, professionals.
- Manage physician's schedule
- Manage incoming communication in a timely and efficient manner - patient portal, mail, email, EHR
- Greet patients
- Check out - schedule return visits, manage any patient needs
- Create, share, and display documents, charts, and protocols as needed in office space
- Assist event coordinator with tasks related to events

- HIPAA officer, OSHA officer, COVID officer, and Safety officer for the Petoskey location (training provided)
- Manage vaccine storage and handling

Expectations

- Believe in, understand, and follow our Code of Conduct
- Believe in, understand, and follow our We Believe Statement
- Take pride in your work, your ability to take initiative, your leadership, and your performance
- Be proactive and not reactive. Come to the table with the problem and the solution.
- Able to figure it out, self-starter, once you know the solution, own it
- Hard worker, dedicated, seeks constant improvement
- Able to understand and believe in the Table Health mission and values
- Always think of the patient's experience
- Able to set personal and professional boundaries and ask for what you need
- No drama, gossip, or negative talk about Table Health and other staff members
- Be flexible and able to adjust to the needs of patients and providers
- Test systems and make sure the patient's experience is as meaningful, easy, and efficient as possible
- Suggest and implement things that brings Table Health closer to its mission
- Dedicated to personal and professional growth

Hourly rate of \$17-19 - based on experience