



TABLE HEALTH MEDICAL ASSISTANT JOB DESCRIPTION

Table Health's Mission and Values

Redefining healthcare through transparency, authenticity, and value. Direct Primary Care is a membership-based model of care which does not bill insurance. All staff and patients experience a more relaxed, relationship-based care model. Excellent workplace culture.

Employment Logistics

Profession: Medical Assistant

Employment

- Part time, hourly rate starts at \$17-20 depending on experience
- Candidates must have appropriate active certification and/or experience
- Role requires wide range of skills in medical office, including reception, scheduling, patient communication, assisting physicians and other clinicians
- Phlebotomy and injection experience is a plus but not necessary

Skills

- Excellent communication skills - The ability to successfully exchange information/ideas/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
- Clear, effective, direct, and honest written communication in EHR
- 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 - assess progress and initiate things independently
- Respectful - treating others kindly and honestly; being considerate of the feelings, opinions, and property of others
- Responsible - answerable, or accountable for something within one's power, control, or management
- Time management - prompt and efficient performance of work tasks
- 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
- Able to take direction from physician to assist in all aspects of patient care

Work Context

- Real-time interactions that take place at Table Health in Traverse City
- Ability to lift up to 25 pounds; sit or stand for prolonged periods of time
- Fluent in English

Medical Assistant Duties

- Phone calls and scheduling - answer questions, schedule appointments, enroll new patients, triage medical needs, communicate with vendors, hospitals, insurance, employers, and other offices
- Triage and respond to other incoming communication in a timely and efficient manner: patient portal, mail, email, EHR
- Greet and check out patients; schedule return visits as needed; assist with member engagement and plan of care
- Assist physicians with procedures and exams as needed; room set-up and clean-up
- Assist physicians with onsite wellness and testing for employer clients
- Assist physicians with administrative work related to patient care, such as optimizing physicians' schedules, completion of forms, referrals, test results, etc
- Perform point of service testing to include glucose, throat and nasal swabs, urine tests
- Perform medication supply inventory
- Manage vaccine storage and handling as needed
- Ensure patient charts are organized and up to date and all appropriate paperwork has been completed
- Assist with Pre-Employment and Commercial Driver's License exams and testing as needed

Expectations

- Know, understand, and believe in the Table Health mission and values
- 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
- Attend staff meetings, quarterly update meetings, trainings, and other company activities or mandatory meetings
- Able to figure it out, self-starter, once you know the solution, own it
- Hard worker, dedicated, seeks constant improvement
- 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 as efficient as possible
- Suggest and implement things that bring Table Health closer to its mission
- Dedicated to personal and professional growth