



Job Title:	Medical Assistant
Department/Group:	Clinical
Position Type:	Hourly non-exempt
Location:	Panama City, FL
JOB DESCRIPTION	

Dermatology Solutions Group, LLC (“DSG”) provides professional management services to **Southeastern Dermatology Group, P.A.** (“SEDG”), a medical practice headquartered in Panama City, Florida with locations throughout the Southeast. SEDG has a professional team of physicians who are trained in the medical and surgical sub-specialty of dermatology.

PURPOSE:

The **Medical Assistant** is responsible for assisting Medical Providers with day to day delivery of health care and patient care management. This position will report directly to the Office Administrator and will receive indirect supervision from the following: Physicians, Advanced Nurse Practitioners, Physician Assistants and DSG Management.

SERVICE ORIENTATION:

This position is patient focused with the objective of delivering superior patient care and ensuring positive patient experiences and outcomes.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ensures an excellent patient experience with all aspects of the practice and associated interactions, including phone, in person, and online.
- Ensures correct and complete patient information in health record by accurate documentation of notes throughout visit. Electronic notes are to be completed the same day as patient visit.
- Proactively performs essential and assigned daily clinic duties, which may include, but are not limited to:
 - Prepares patients for examination and treatment by escorting them from the waiting area to the exam room, documenting patient’s history (HPI), determining chief complaint, verifying medical and surgical histories, current medications, and take vital signs if applicable.
 - Prior to surgery, reviews and completes required surgical documents with recent test results and correspondence in order to help determine needed services per practice protocol.
 - Prior to patient visit, confers with Medical Provider regarding any incomplete patient tests/consults or other incomplete orders.
 - Responds to patient communications and questions in a timely manner.

- Prepares, cleans, stocks and maintains exam and treatment rooms daily.
- Cleans and sterilizes all necessary instruments; ensures appropriate instrumentation and equipment available and ready for use prior to clinic.
- Prepares and maintains clinical supplies and equipment necessary for daily clinic needs and patient care.
- Prior to treatment, ensures that all proper consents have been reviewed, initialed, signed and dated by the patient.
- Administers injections and assists with examinations and office procedures as needed; provides other patient care services as directed by the Medical Providers.
- Performs suture removals as directed by the Medical Providers.
- Ensures that all assigned telephone encounters have been addressed daily.
- Upon Medical Providers' orders and direction, ensures that the delivery/transmittal of patient e-prescriptions are completed same day; responds to medication requests and questions same day when able or within 24 hours.
- Verifies all patient/specimen information corresponding with tissue specimen(s); Records tissue specimen(s) and enters them into log.
- Triage and responds to patient communications in a timely manner, usually same day or within 24 hours.
- Assists with scheduling tests and treatments, and processing referrals to other providers.
- Creates, maintains, copies/scans and files patient encounters, records and other documents as required and necessary in the electronic patient record.
- Performs medication prior authorizations as necessary.
- Responsible for abiding by the Standards of Conduct and meets all compliance and other training requirements.
- Participates in professional development activities and maintains professional affiliations.
- Maintains strict confidentiality.
- Treats co-workers, medical providers, patients, and visitors with dignity and respect at all times.
- Performs other related duties as required and assigned.
- Ability to travel to main office and satellite locations, where applicable.

SKILLS AND QUALIFICATIONS:

- Knowledge of medical practice operations and patient care standards.
- Knowledge of examination, diagnostic and treatment room procedures.
- Knowledge of medical equipment and instruments.
- Knowledge of common safety hazards and precautions.
- Ability to assist in a variety of common office procedures.
- Ability to take vital signs, if applicable.
- Ability to develop and maintain clinical quality assurance.
- Ability to identify and proactively solve issues.
- Ability to maintain accurate records and record test results.
- Ability to interpret, adapt and apply guidelines and procedures.
- Ability to use good reasoning and judgment and react calmly in emergency situations.

- Ability to establish and maintain effective working relationships with patients, medical staff, co-workers and the public.
- Ability to read, write and communicate effectively orally and in writing.
- Knowledge of basic arithmetic and medical terminology.
- Ability to work with electric medical record technology as a primary means documentation.
- Proficiency in the operation of a computer keyboard.

EDUCATION AND/OR EXPERIENCE REQUIREMENTS:

- High school graduate or GED and current certification.
- One year medical experience in a physician's office or equivalent combination of training and experience preferred; will train a highly-motivated new graduate.
- Maintenance of professional certification, if applicable.

PHYSICAL ABILITIES:

- Stand for extended periods of time; push, pull and reach; occasionally bend, sit, stoop and stretch.
- Have full range of body motion, including handling and lifting of patients.
- Have the hand-eye coordination and manual dexterity needed to operate a keyboard, photocopier, telephone, calculator and medical equipment.
- Have a normal range of hearing and eyesight to record, prepare and communicate appropriate reports; specific vision requirements: close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus.
- Occasionally lift and carry up to 20 pounds.
- Relocate to other jobs or office locations.
- Must have a valid driver's license and good driving record.

WORK ENVIRONMENT:

The work of this position is performed in an environmentally controlled office environment. The position requires the ability to work under pressure on multiple tasks with a diverse population, including staff, physicians, clients, patients, insurance companies and other members of the public on a regular basis.

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.