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**Medical Assistant – Certified or Registered**

**Job Description and Responsibilities**

The Medical Assistant will manage incoming referrals and faxes and coordinate with surgery schedulers and ATCs (Certified Athletic Trainers) preparing patients for scheduling.

As part of a team in a clinic or Orthopedic Express Care walk-in setting, the Medical Assistant will provide clinical support (as needed) in the provision of quality orthopedic care and treatment of patients including administrative duties. This role communicates with and provides information to patients and other care team providers, handles updating and managing patient records, facilitates patient care coordination, and assists in completing required paperwork.

Under supervision, and as direct support to physicians and/or other clinicians, clinical and administrative duties may include:

* Ability to use clinical knowledge to screen and route referrals appropriately between express care and ortho specific chief complaints
* Managing all faxes and applying clinical knowledge to efficiently route or complete.
* Returning messages & performing follow up patient calls for clinicians.
* Provides assistance in patient care coordination.
* May communicate with payors to assist surgery schedulers in completion of pre/post op paperwork.
* Rooming patients and obtaining medical history information
* Removing sutures, staples and preparing injections
* Verifying images are available and loaded in exam rooms
* Assisting with cast and splint applications and removal
* Fitting and dispensing of DME
* Assisting with patient education and various patient paperwork
* Maintaining efficient patient flow by cleaning exam rooms between patients
* Preparing physical therapy orders
* Provides assistance in patient care coordination.
* Outreach program development

Non-Essential Functions:

Assigned duties and tasks, as needed, to drive towards the vision, fulfill the mission, and abide by the values of the organization.

Additional Attributes:

* Excellent problem solving skills
* Knowledge of medical terminology
* Decision making based upon professional judgment within legal scope of practice.
* Ability to learn and adapt to technology.
* Excellent phone etiquette and ability to communicate effectively
* Ability to exhibit cooperation, flexibility, and provide assistance when interfacing with patients, physicians and staff
* Ability to manage time, tasks, and resources appropriately.
* Skills in organizing and reporting information that is accurate and complete
* Ability to maintain composure in stressful situations
* Punctual and regular attendance is an essential responsibility. The expectation is that the employee will be present and on-time for all scheduled shifts.

Required Education, Licensure, Certifications, and Experience:

Maintain licensure, in good standing, acceptable in the State of Idaho/Washington

Certified or Registered

Active BLS (basic life support) certification

Preferred Education, Certifications, and Experience:

Experience in ambulatory clinic setting

Experience in referral based patient care

Experience with medical terminology and anatomy

Travel Requirements:

May require travel between between clinic locations.

Inland Orthopaedic Surgery and Sports Medicine Clinic, PLLC is proud to be the Palouse’s most established orthopaedic practice delivering quality orthopaedic and sports medicine care. Our physicians and team members provide exceptional patient-centered care for a better overall experience for patients of all ages. We are seeking upbeat, reliable team members who are looking for a long-term career in the orthopaedic & sports medicine healthcare field. The position is available now in our Moscow Office location with travel to Pullman as needed. Competitive wage and benefit package offered. Applications will continue to be accepted until position has been filled.