



Position Title:	Medical Assistant	Agency Division	Administration, Nursing, or Reproductive Health & Wellness
Reports to:	Health Commissioner, Director of Nursing, or Reproductive Health & Wellness Manager	Positions Supervised	N/A
		FLSA Status:	Non-exempt

Position Summary: Under the direction of assigned supervisor, the Medical Assistant will provide services to the community in a variety of settings.

The Medical Assistant I is assigned to the front-office and will perform tasks including greeting and screening visitors, answering, and directing phone calls, managing phone messages and other general information. Medical Assistants assigned to the front desk will be responsible for, or assist with, various direct communications with the public, including but not limited to, face-to-face customer service, social media, outreach events, etc. He/she is responsible for the registration, maintenance, and issuance of birth and death records; responsible for enforcing the rules and regulations under the Ohio Department of Vital Statistics program relating to all birth and death records.

The Medical Assistant II is assigned to the back-office and will primarily be responsible for clinical tasks and medical billing and coding. Back-office medical assistants assigned to the Reproductive Health and Wellness Program will be allocated for the weekly time-period that aligns with the current STD and/or HIV grant(s). The remaining weekly time may be allocated to (but not limited to): immunization billing, immunization clinics, communicable disease reporting, health education, vital statistics and business services. Back-office medical assistants assigned to the Director of Nursing may perform tasks such as (but not limited to): immunization clinics, communicable disease reporting, health education, and CMH.

Essential Duties: **Front-Office Duties**

- Serves as customer service representative and surveyor to the public, health organizations, vendors, and government offices.
- Collects and issues receipts for accounts receivable. Issues change and maintains cash drawer.
- Reconciles the cash drawer at the end of each day.
- Performs basic clerical tasks (e.g., receives, distributes, stores, and sends mail and faxes; files correspondence, reports, records, documents, or other materials; answers phones; answers routine questions; greets and assists customers).
- Composes, types, & proofreads correspondence and documents from a rough copy.
- Performs general and assigned program data entry, including word processing and basic desktop publishing, as well as state and local system data entry.
- Responsible for gathering and maintaining information requested by Board of Health, Health Commissioner, or their delegated staff.
- Opens, maintains, and closes the reception desk during clinics.

- Utilizes electronic system to input demographic data, as well as to schedule appointments, and check patients in and out during clinics.
- Serves as a cashier for clinics.
- Explains forms and assists patients with completing forms, when needed.
- Verifies insurance, scans patient identification and other relevant documents.
- Assists in maintaining optimal clinical flow and communicates with clients and staff.
- Posts insurance payments and identifies payment discrepancies.
- Verifies the accuracy of original death certificates, reports of fetal death, affidavits, and supplementary medical certifications.
- Registers city deaths, reports of fetal death, affidavits, and supplementary medical certifications.
- Issues certified copies of birth certificates, death certificates, reports of fetal death, affidavits, and supplementary medical certifications.
- Issues burial and cremation permits.
- Processes special requests from the Veterans' Administration, military recruiters, government agencies, and genealogist for birth and death certificates.
- Assists customers in completing birth affidavits/corrections and Acknowledgements of Paternity and submitting to the state for approval.
- Assists registrar in tracking vital statistics paper usage.
- Forwards death records, reports of fetal death, affidavits, and non-electronic supplementary medical certifications to appropriate location for filing.

Back-Office Duties

- Rooms patients; gathers history when instructed; identifies health risks & provides counseling, education, testing, and treatment when needed.
- Prepares clinic room for each patient.
- Provides services in community programs and visits homes to provide services and treatment under medical direction and/or nursing supervision
- Provides health guidance and instruction to patients, families, and caregivers
- Aids in the prevention and control of communicable diseases through education and assistance in epidemiological investigations and performs case follow up
- Responsible for the timely submission of professional medical claims to Medicare, Medicaid, private insurance companies, individuals, and businesses for reimbursement for services utilizing correct medical codes. Clarifies & handles billing discrepancies.
- Records immunizations into state registry.
- Files patient records according to patient history and name.
- Maintains records, prepares accurate reports, and participates in audits, process improvement, and quality assurance programs
- Tracks attendance, income, billings, and immunization types for immunization clinics.
- Assist in programmatic planning and evaluation
- Aids in interagency coordination (i.e. local health departments, hospital, schools, etc.)
- Educates clients regarding benefits and services
- Makes necessary referrals, as required
- Logs and maintains all data and information related to evaluation of clients and care provided
- Presents health education programs for other agencies, schools, and community

Other Duties & Responsibilities

- Observes the confidentiality of patients and the agency
- Maintains personal and professional competence and awareness
- Maintains required licenses, certifications, and/or credentials
- Attends professional education and training sessions, seminars, and workshops

- Proficiency in Microsoft Office Suite (and like programs)
- Attends staff meetings and other division meetings as required
- Participates in outreach events
- Assists agency and community in preparing for, responding to, withstanding and recovering from public health emergencies.
- Assists or covers other health department personnel in their duties if needed (e.g., vital statistics, business services, clerical tasks, answering the phone, etc.)
- Ensures compliance with local, state, and federal laws.
- Other duties as assigned by supervisor

**Minimum
Qualifications:**

- Current and valid credentials
 - Medical Assistant II (Back-office) - Certified Medical Assistant Certificate
- Medical Assistant I (Front-office Assigned) - 2 years of experience in clerical work
- Medical Assistant II (Back-office Assigned) - 2 years of experience in clinical work
- Completion of high school education or equivalent (Associate degree preferred)
- A valid State of Ohio motor vehicle operator's license
- A valid CPR card (or obtain one within determined timeframe)
- Basic computer literacy (email, internet, MS Office Suite)
- Knowledge of office machines and office practices

Key Competencies:

The Core Competencies for Public Health Professionals from the Council on Linkages Between Academia and Public Health Practice are utilized by the Galion City Health Department to determine position specific competencies. Full text of competencies can be found at phf.org/corecompetencies.

Public Health Tier: 1-Front Line Staff/Entry level

Analytical/ Assessment Skills

- 1A2.** Identifies quantitative and qualitative data and information (e.g., vital statistics, electronic health records, transportation patterns, unemployment rates, community input, health equity impact assessments) needed for assessing the health of a community
- 1A5.** Selects valid and reliable data
- 1A12.** Contributes to assessments of community health status and factors influencing health in a community (e.g., quality, availability, accessibility, and use of health services; access to affordable housing)
- 1A13.** Explains how community health assessments use information about health status, factors influencing health, and assets and resources

Policy Development/ Program Planning Skills

- 2A1.** Contributes to state/Tribal/community health improvement planning (e.g., current data and trends; proposed federal, state, and local legislation; commitments from organization to take action)
- 2A2.** Contributes to development of program goals and objectives
- 2A3.** Describes organizational strategic plan (e.g., includes measurable objectives and targets; incorporates community health improvement plan, workforce development plan, quality improvement plan, and other plans)
- 2A4.** Contributes to implementation of organizational strategic plan
- 2A5.** Identifies current trends (e.g., health, fiscal, social, political, environmental) affecting the health of a community

- 2A6. Gathers information that can inform options for policies, programs, and services (e.g., secondhand smoking policies, data use policies, HR policies, immunization programs, food safety programs)
- 2A7. Describes implications of policies, programs, and services
- 2A8. Implements policies, programs, and services
- 2A12. Describes how public health informatics is used in developing, implementing, evaluating, and improving policies, programs, and services (e.g., integrated data systems, electronic reporting, knowledge management systems, geographic information systems)

Communication Skills

- 3A1. Identifies the literacy of populations served (e.g., ability to obtain, interpret, and use health and other information; social media literacy)
- 3A4. Suggests approaches for disseminating public health data and information (e.g., social media, newspapers, newsletters, journals, town hall meetings, libraries, neighborhood gatherings)
- 3A5. Conveys data and information to professionals and the public using a variety of approaches (e.g., reports, presentations, email, letters, testimony, press interviews)

Cultural Competency Skills

- 4A5. Addresses the diversity of individuals and populations being addressed in policies, programs, and services that affect the health of a community
- 4A6. Describes the effects of policies, programs, and services on different populations in a community

Community Dimensions of Practice Skills

- 5A1. Describes the programs and services provided by governmental and non-governmental organizations to improve the health of a community
- 5A2. Recognizes relationships that are affecting health in a community (e.g., relationships among health departments, hospitals, community health centers, primary care providers, schools, community-based organizations, and other types of organizations)
- 5A5. Collaborates with community partners to improve health in a community (e.g., participates in committees, shares data and information, connects people to resources)
- 5A7. Provides input for developing, implementing, evaluating, and improving policies, programs, and services

Public Health Sciences Skills

- 6A2. Identifies prominent events in the history of public health (e.g., smallpox eradication, development of vaccinations, infectious disease control, safe drinking water, emphasis on hygiene and hand washing, access to health care for people with disabilities)
- 6A6. Describes evidence used in developing, implementing, evaluating, and improving policies, programs, and services
- 6A9. Suggests partnerships that may increase use of evidence in public health practice (e.g., between practice and academic organizations, with health sciences libraries)

Financial Planning and Management Skills

- 7A2. Describes governmental agencies with authority to address specific community health needs (e.g., lead in housing, water fluoridation, bike lanes, emergency preparedness)
- 7A3. Adheres to organizational policies and procedures
- 7A4. Describes public health funding mechanisms (e.g., categorical grants, fees, third-party reimbursement, tobacco taxes)

- 7A7.** Provides information for development of contracts and other agreements for programs and services
- 7A9.** Operates programs within budget
- 7A10.** Describes how teams help achieve program and organizational goals (e.g., considering the value of different disciplines, sectors, skills, experiences, and perspectives; determining scope of work and timeline)
- 7A11.** Motivates colleagues for the purpose of achieving program and organizational goals (e.g., participating in teams, encouraging sharing ideas, respecting different points of view)
- 7A12.** Uses evaluation results to improve program and organizational performance
- 7A13.** Describes program performance standards and measures

Leadership and Systems Thinking Skills

- 8A5.** Identifies internal and external barriers that may affect the delivery of the 10 Essential Public Health Services (e.g., using root cause analysis and other quality improvement methods and tools, problem solving)
- 8A6.** Describe needs for professional development (e.g., training, mentoring, peer advising, coaching)
- 8A7.** Participates in professional development opportunities
- 8A9.** Describes ways to improve individual and program performance

Work Environment: Works in multiple environments of high stress and multi-tasking capacity with the ability to serve for extended periods during incidents and exercises. Must possess physical health including the ability to lift and move heavy and bulky items. Must be able to travel and participate in various conferences, regional exercises and real events, staff designated positions in the Emergency Operations Center/Medical Operations Center as needed during events and exercises, and appropriate meetings related to state and regional emergency management activities. Ability to react calmly and promptly during an emergency or disaster situation. Potential of working outside normal business hours, which includes overnight and on weekends during planned events/exercises and emergencies.

- Worker must be capable of handling fast paced software driven work environment.
- The noise level in the office work environment is generally quiet other than outbursts from children or adults. Most of the work performed is in a typical office or clinic setting. However, where other public health functions are required increased decibel levels may be encountered.
- Worker may be subject to field conditions that may range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise, wetness/humidity, vibration, sudden temperature changes, and poor illumination at the job site or due to travel on the job.
- Travel to and from field locations worker may be subject to increased risk of driving hazards.
- The work environment will be in a wide variety of areas that may be well-lit, ventilated and furnished ergonomically but some locations may be less than optimal. Personal office space may or may not be shared.
- Occasional work may be required out of doors, in any weather condition, if called upon to perform necessary health department or emergency functions.
- Field locations may subject worker to communicable diseases, raw sewage, vectors (mosquitoes, insects, ticks), pathogens, snakes, poison ivy, chemicals and animals.
- Frequent travel involved, normally not exceeding five workdays in duration.
- Worker is occasionally exposed to hostile clients, whose actions against the worker may include threats, harassment, and attempted bribery.

- Exposure to toxic /caustic chemicals/detergents, odors /gases, high pitched noises, communicable diseases, and blood and/or body fluids.
- May require evening or weekend hours for meetings or presentations.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed my position description, and that I understand the contents of the position description.

Approvals

Name	Title	Date
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Name	Title	Date
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