Medical Assistant

We are on the lookout for a passionate and motivated Medical Assistant to join our team! As a MA on a care team, you will have an important role in building a trusting relationship with the patient to ensure they receive exceptional care within Winters Healthcare. You will help monitor and manage the provider’s patient schedule to ensure smooth flow from patient to patient. You will greet patients, record the patient's reason for the visit, perform and record vital signs, perform phlebotomy and provide immunizations to patients of all ages as directed by the medical provider. You will also follow-up on labs, referrals, and prescription refill requests in a timely manner.

The ideal candidate is a quick learner, organized, bilingual in English and Spanish, and has a significant background providing excellent customer service! The ideal candidate enjoys working with people, making connections, and building relationships. In addition, the ideal candidate will have strong communication skills, – listening included – the ability to establish effective, trusting relationships, and passion to provide exceptional care to the patients of Winters Healthcare as we partner with them in their health journey. Can you see yourself here? We hope so!

Responsibilities:

• Communicate, collaborate and work in a team-oriented environment supporting our model of care
• Greet and escort patients; record chief complaint and vitals; and giving immunizations or performing phlebotomy when directed to do so by the licensed care team provider.
• Assist providers with patient care including coordinating referrals, labs, and prescription refill requests.

Qualifications:

• Graduation from an accredited medical assistant training program, or technical school;
• Minimum of one year of experience as a Medical Assistant
• CPR Certification (or receipt of certification within 60 days of hire)
• Significant background providing outstanding customer service

Compensation and Benefits:

• Hourly rate range starts at $16/hour and may increase depending on experience
• Covered insurances include medical, dental, vision, supplemental long-term disability, life insurance/ AD&D, and employee assistance program all 100% sponsored for employee.
• Paid time off: 9 Holiday paid days off, and 2-5 weeks of Paid Time Off (based on years of service)
• 401K retirement match, and a Flexible Spending Account (FSA)

Here at Winters Healthcare, we know that we are a unique organization and we love what we do and for whom we do it. We are big on fit, and while we will assess that fit, we understand that you are doing the same. Tell us what your interests are and let’s collaborate together to do great things for our patients and our community!

To chat with us, contact Kelly Fahey, Director of Human Resources at 530-212-1029 or by email at kfahey@wintershealth.org. Recruiters, please do not contact – we enjoy hearing from our candidates directly.
Medical Assistant
Reports to: Medical Department Manager
FLSA Status: Non-Exempt, hourly

Summary of Duties:
The Medical Assistant works within a model of team based care as part of the care team and cares for patients in the role of the Medical Assistant. The MA is responsible for assisting providers with patient care, keeping medical supplies stocked, performing designated diagnostic procedures, giving injections, performing blood draws, screening provider telephone calls and providing medical education. The MA is responsible for working in a team-based environment supporting the Relationship Based Model of Care. Additionally, the MA may also provide front office coverage and assist in patient scheduling, verification of information, and routing phone calls, collecting, posting, and managing account payments. The ideal candidate enjoys: working on a team, being with people (co-workers, patients, community, etc.), collaborating, being innovative, and building connections and relationships. We are a unique organization and value the relationships we develop with one another to improve the health of our community.

Essential Functions:
1. Greet and escort patients to exam room in a courteous and helpful manner
2. Manage provider patient panel including complete chart scrub, prep for each visit and complete follow up.
3. Manage and monitor provider’s daily patient schedule
4. Perform and record vital signs (TPR, BP, weight and height) pertinent to patient’s complaint
5. Record brief chief complaint or reason for visit
6. Assist with examinations and minor surgery as necessary
7. Perform phlebotomy; prepare lab specimens and lab slips for daily pickup
8. Perform office lab tests and maintain a record of controls.
9. Perform diagnostic tests as directed by physicians. (e.g. ECG, pulmonary function)
10. Give pediatric and adult immunizations, and other injections as directed.
11. Dispense patient education materials
12. Screen patient calls and phone patients about medical problems answering questions within the limits of your knowledge. Take messages or call provider to the phone as directed
13. Record all patient related activities in patient’s chart. (e.g. injections, immunizations, phone messages, etc.)
14. Complete referrals as necessary and make appointments for patients as needed. (e.g. specialty)
15. Support quality improvement efforts and participate in related activities as required.

Non-Essential Duties:
1. Clean and straighten counter tops and maintain supplies in exam rooms
2. Clean lab equipment and keep lab area clean and orderly
3. Order and receive medical supplies
4. Assist front office with reception duties and general office cleaning
5. Other duties as assigned

Minimum Requirements:
Education and Work Experience
• Graduation from an accredited medical assistant training program, or technical school;
• Minimum of 1 year experience as a MA
• CPR Certification (or receipt of certification within 60 days of hire)
• Significant background providing outstanding customer service

Knowledge, Skills and Abilities:
• Fluency (the ability to read, write and speak) in English and Spanish is required
- Well-organized and detail-oriented with the ability to establish and maintain working relationships with patients, employees and the public
- Experience operating standard office equipment
- Requires effective oral and written communication skills, excellent interpersonal skills, and computer literacy.
- Emotional intelligence and critical thinking skills
- Ability and comfort building relationships with coworkers and patients
- Demonstrated team experience and proven successes in implementation of team goals
- Significant background providing outstanding customer service
- Proficient in computer programs such as Microsoft Office: Word, Excel, Outlook
- A passion and dedication for serving the healthcare needs of our clients

Other Requirements:
- Authorization and consent for Winters Healthcare to investigate candidate’s background with a consumer report for employment purposes, to evaluate candidate/employee for employment, promotion, reassignment, or retention as an employee

Additional Desired Qualifications:
- Experience with Electronic Health Records (EHR) preferably eClinicalWorks (ECW)
- Previous experience in a health center setting is highly desirable.
- Experience working with an integrated behavioral health team.
- Knowledge of county programs such as Family PACT, CHDP and Healthy Families

Operating hours:
- Monday, Tuesday, and Thursday: 8am – 8pm; and Wednesday and Friday: 8:00 am - 5:00 pm.

Working Hours:
- This position is 40 hours per week and requires a minimum of two evening shifts per week.

Compensation and Benefits:
- Hourly wage range starts at $16.00 per hour and increases dependent on experience
- Medical, dental, and vision benefits 100% sponsored for employee
- Supplemental long-term disability, life insurance/ AD&D, employee assistance program provided to the employee at no cost
- 9 Holiday paid days off
- 2-5 weeks of Paid Time Off (based on years of service)
- 401K retirement match program
- Flexible Spending Account (FSA)
- Work-life balance (no weekends or days over 8 hours!)

Physical Demands:
While performing the duties and tasks of this job, Employee is regularly required to stand; walk; work on irregular surfaces; reach with hands and arms; use hands to finger, handle or feel objects, tools, or controls; talk or hear; and taste or smell. Employee is occasionally required to sit and stoop, kneel, crouch, bend, squat, twist or crawl. This job requires physical effort and the ability to place or retrieve items at below waist level may be required.

Employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception, and the ability to adjust focus. Employee occasionally may be required to transfer patients to and from a wheelchair. The physical demands described here are representative of those that must be met by Employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environmental/ Working Conditions:
The environment is a standard office environment. Regular office hours are Monday through Friday. Occasionally, evenings, weekends and overtime may be required. Office hours may be changed as business needs dictate. The working environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.
While performing the duties of this job, Employee may occasionally be exposed to toxic or caustic chemicals, required to work near moving mechanical parts and sharp instruments, and may be at risk of electrical shock. The noise level in the work environment is usually moderate.

For more information on the open position, visit us online at http://www.wintershealth.org/join-our-team/