



VALLEY COMMUNITY HEALTHCARE

We are seeking a **Full Time Medical Assistant I** to join our dedicated team.

Position: Medical Assistant I
Reports to: Flow Management Supervisor
Hours: F/T Mon – Fri 40 hours
(Some evenings & weekends may be required)
FLSA Status: Non-exempt

For nearly 50 years, **Valley Community Healthcare** has been one of Los Angeles' leading community-based health centers, providing primary care and promoting community wellness and prevention programs. Located in the San Fernando Valley, Valley Community Healthcare has two sites and 30+ providers. We are an NCQA certified-level 3 Patient Centered Medical Home for over 25,000 unique patients and provided over 100,000 medical visits last year. We are looking to grow and integrate our core programs - primary care, pediatrics, adolescent teen clinic, women's health, dental, optometry, and behavioral health, through a care team approach, quality, and innovative care delivery models.

Applications: Valley Community Healthcare offers competitive salary and benefits packages. Please submit a resume to our Human Resources Department at ipogosyan@vchcare.org for consideration.

Minimum Qualifications:

Ability to work well with a variety of people. Able to handle multiple tasks. Must have good telephone and people skills. Must be comfortable with public speaking, Bilingual English/Spanish and experience working in a medical facility beneficial.

Primary MA Responsibilities:

1. Greet patients in a courteous, respectful and timely manner.
2. Carry out the VCH Culture of Yes and the MA role in making it work.
3. Work in conjunction with others in department to ensure patients are roomed and discharged in an efficient manner.
4. Appropriately prepare exam room for patient visits and clean/disinfect upon completion of visit.
5. Conduct an initial intake; record results into the patients' electronic health record (EHR) in a timely manner.
6. Initiate patient care by following approved standing orders based on the patient history and presenting symptoms.
7. Gather vital signs and record results into the patients' EHR.
8. Assist providers with procedures as directed.
9. Report lab results to patients as defined by provider.



10. Assist in providing health education materials/resources, as appropriate and as directed.
11. Perform blood tests, EKG's, visual acuity, urine and hearing tests; record results into the patients' EHR in a thorough and accurate manner.
12. Communicate all significant clinical findings to provider or Registered Nurse.
13. Update patient demographics as reported by patient in the NextGen practice management system.
14. Assess need for immunizations with each patient visit, administer injections to pediatric and adult patients and record in the patients' EHR.
15. Check patients out and schedule follow up appointments, as appropriate.

Care Team Care /Case Coordination Responsibilities:

1. Lead care team huddle, using information gathered during chart preparation and robust confirmation calls.
2. In preparation for scheduled patients, anticipate and procure relevant documents and data for the provider (i.e., lab results from Quest or Primex portal, diagnostic imaging results consultation reports from specialists through assigned Referral Coordinator, medical records from recent ED or hospital visit.)
3. Review providers' schedule throughout the day and work proactively to keep care team on track.
4. Assist provider with follow-up, as directed (i.e., outreach to patients, call labs for results, etc.)
5. Assist in closing the loop on subspecialty referrals, in collaboration with the Referral Coordinator.
6. Contact No Show appointments to follow up and reschedule as per VCH policy, unless directed differently by provider.
7. Conduct robust confirmation calls for patients, by calling the day before their appointment.
8. Support Care Team in managing forms needing providers' signature/attention.
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General Duties and Responsibilities:

1. Attend trainings and meetings, as requested by supervisor.
2. Provide break coverage to other MA's, as directed.
3. Member Care: Demonstrate understanding and apply working knowledge of safety policies and ensuring safe member practices.
4. Employee Safety: Safely performs all duties; follows required protective protocols to ensure personal safety as well the safety of others.
5. Must maintain compliance with ergonomic safety standards; be mindful of posture and regularly practice ergonomic stretches.
6. Quality Improvement: Actively participate in internal quality improvement teams and work with members proactively to drive quality improvement initiatives in accordance with the mission and strategic goals of the organization, federal and state laws and regulations, and accreditation standards, when assigned.



7. HIPAA: Keep all protected health information (PHI) confidential and abide by HIPAA policies for the release and disclosure of any PHI. Will report unauthorized use of disclosure of PHI immediately, to supervisor or HIPAA security officer.
8. Work well under pressure, meet multiple and often competing deadlines.
9. At all times demonstrate cooperative behavior with supervisors, subordinates, colleagues, clients and the community.
10. Other duties as assigned by Supervisor.

Qualifications:

1. Must have high school diploma or its equivalent and certificate of completion from an accredited Medical Assistant training program.
2. Fluency in both English and Spanish/Armenian, both written and verbal, per operational need.
3. Must be able to provide TB and Physical clearance prior to start date.
4. Able to furnish Vaccination history prior to start date dependent on role.
5. BLS/CPR certification must be obtained prior to start date and kept current at all times.
6. Meets credentialing requirements established by the VCH.
7. Computer literate; familiarity with Microsoft Word.
8. Excellent customer service skills with patients, supervisors, colleagues and the community.
9. Ability to multi-task and must be self-motivated.
10. Ability to bend, lift, carry up to 25lbs. with relative ease.

Education and Experience:

- Practical knowledge of computer operations, experience in lab settings, venipuncture techniques and phlebotomy certificate is a must.
- Excellent verbal and written communication skills with ability to read, write, speak and understand English and Spanish clearly.
- Experience working with an EHR (i.e., Next Gen), i2i tracks is preferred.
- Experience working in a community health setting is preferable.
- Family Planning Health Worker (FPHW) and CPSP Prenatal education, if applicable: Training certification for FPHW by CFHC to be paid by VCH for initial and one repeat testing. Subsequent testing to be paid by employee within 9 months of initial training.
- **Customer Service:** Treats customers, patients, co-workers, and others with respect and trust. Is able to work effectively by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; addressing others by name, title, or other respectful identifiers, and respecting the diversity of our workforce in actions, words, and deeds.



***Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.**

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER

OUR MISSION: To make an impact on the health and wellbeing of the whole community by providing high quality primary medical care and comprehensive healthcare services to those in need, regardless of their ability to pay.