



Virginia Garcia Memorial
HEALTH CENTER

Job Description

Job Title:	Office Health Assistant I
FLSA:	Hourly/Non-exempt
Base Salary:	\$13.7664 p/hr (\$28,634 if annualized)
Department:	Medical (011)
Reports to:	SBHC Clinic Manager

The Virginia Garcia Memorial Health Center's mission is to provide high quality, culturally appropriate healthcare to low-income residents of Washington and Yamhill Counties with a special emphasis on seasonal and migrant farm-workers and to others with barriers to receiving health-care.

Job Summary: The Office Health Assistant's primary role is to facilitate the daily operations of the School-Based Health Center and assist in providing patient care and maintaining efficiency in the clinic. This individual must collaborate with school health services so the clinic can provide intervention and prevention services to students in the District. This position must maintain records of the students being served and assist in collecting data for reports and grants. Additional duties may be designated by the supervisor and/or the clinician on-site. When the School-Based Health Center is closed, it is expected that the Office Health Assistant will work at another VG clinic. This job description is designed to outline primary duties expectations, qualifications and job scope.

VGMHC is dependent on each employee's 100% contribution to the organization and the desire to offer your services wherever and whenever necessary. The contribution should not be limited by the assigned responsibilities.

Essential Duties and Responsibilities:

- Register and update patient information.
- Provide patient assistance with the registration process and provide appropriate information to patients as needed.
- Document medical information in the patient records and file test results.
- Procure proper documentation of patient financial status to allow VG to identify appropriate billing services.
- Enroll eligible patients to OHP and/or FPEP.
- Assist other patients as may be appropriate.
- Maintain, monitor and order medical, pharmaceutical and office supplies.
- Perform basic office operations and use the Virginia Garcia Practice Management and Electronic Medical Record (EMR) systems.

- Coordinate patient flow with the on-site providers.
- Answer telephones and assist callers as needed
- Schedule appointments.
- Track students for medical appointment follow-up
- Collect individual student immunization data.
- Set up charts for providers and create charts for new patients.
- Ensure proper documentation is maintained pursuant to quality assurance guidelines.
- Demonstrate familiarity with clinic policies and procedures regarding patient care, insurances, new patients, etc.
- Review EMR work queue.
- Print out next day's schedule.
- Reconcile daily encounters.
- Provide support for referrals (schedule appointments as necessary, track, provide records and obtain reports).
- Prepare Clinic at start of day to receive patients; open doors, turn on lights, and prepare sign-in sheets.
- Prepare Clinic at closing, at the end of the day: make sure lights are turned off, doors are locked and records are secure.
- Maintain waiting room; clean and orderly.
- Collaborate with and assist school staff to meet the health, safety, developmental and educational needs of the students and school community.
- Assist in coordinating school health activities, with other members of the school community, families and other community resources.
- Coordinating conference room schedule
- Submit authorization requests to Washington County Mental Health General Funds
- Submit authorization requests to OHP Mental Health Clearing House
- Check-out patients
- Reconcile daily cash
- Deposit cash to the bank
- Daily documentation of vaccine refrigerator and freezer temperatures.
- Scanning documents into patient's electronic health records
- Order and maintain patient education material.
- Monthly Vaccine Administration Records (VAR) inventory
- Monthly vaccine inventory
- Interpreting for providers in Spanish
- Assist in preliminary screening of students with health needs
- Perform clinical procedures within scope and practice of training and certification.
- Under the direction of the on-site provider, administer medications, including oral, topical and injections.
- Perform laboratory procedures such as urinalysis and strep cultures.
- Perform quality control tests on CLIA Waved Labs

- Disinfect/sterilize instruments and equipments
- Perform other clinic activities as directed
- Handle protected health information (PHI) in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

HIPAA Requirements:

The Office Health Assistant will need to use PHI in order to do patient scheduling and registration, check and update insurance coverage and demographic information. The Office Health Assistant will apply the minimum necessary rules of HIPAA, the designated record sets to which this employee has access include: patient demographics and account information in the practice management system, encounter forms, user batch reports and payment posting reports generated by the practice management system, the patient information section of the medical records, the HIPAA section, recent progress notes (as needed to answer scheduling questions), and the problem list/immunization record (to provide copies to patients up their request).

Knowledge, Skills and Abilities:

- Proficiency in English and Spanish, both written and spoken language.
- Proven sensitivity to inter-cultural issues.
- Understanding of the unique functions of a School-Based Health Center
- Previous experience in receptionist work.
- Ability to perform clerical work with speed and accuracy including but not limited to word processing, data base, basic computer functions, data entry and filing.
- Previous computer experience with EMR desired or willing and able to learn.
- Demonstrate initiative and judgment in problem solving.
- Knowledge of and ability to maintain confidentiality regulations
- Able to make independent decisions based on Center's protocols.
- High level of accuracy with numbers and data, which will become patient records.
- Ability and willingness to float within VG Clinics.
- Evidence of good leadership and citizenship skills.
- Excellent interpersonal, oral, non-verbal and written communication skills.
- Ability to develop effective, supportive relationships with staff, students, families and the community.
- Service-oriented with ability to adapt to changing workload and pace.
- Ability to work with the adolescent population.
- Hold and maintain a valid driver's license and liability insurance.

Education and Experience

- High school diploma or equivalent
- Completion of Medical Assistant training program preferred
- Certified Medical Assistant and/or one to three years' previous medical assistant experience required

- Certification in CPR and First Aid or ability to be certified within an acceptable time.

Behavioral Competencies:

Accountability

- *Role model VG's mission, vision, and shared values*

Customer-Focus

- *Listen to the voice of the customer and strive to delight them by exceeding their expectations*

Teamwork

- *If someone needs help, help them*

Initiative

- *Be innovative, apply fresh ideas, and continuously improve how you do your work*

Confidentiality

- *Maintain strict confidentiality and respect the privacy of others*

Ethical

- *Demonstrate integrity, honesty, and stewardship in all encounters at work*

Respect

- *Demonstrate consideration and appreciation for co-workers and patients*

Communication

- *Demonstrate the ability to convey thoughts and ideas as well as understand perspective of others*

Physical Requirements

Percentage of time spent

- Standing: 25%
- Walking: 45%
- Sitting: 25%
- Lifting/Carrying: 5%
- Physically demanding tasks: Must be able to lift/carry 40 lbs. – supplies.

Working Environment/Physical Hazards

- Work in well-lighted, ventilated environment.
- Exposure to blood borne pathogens.
- Exposure to potentially hazardous chemicals.

Equipment used:

Office equipment

- Computer: data entry and word processing
- Telephone: able to hear and communicate
- Fax
- Copier

Medical equipment

- Autoclave
- Non-stress test
- Fetal Doppler

- EKG
- Pulse oximeter
- Audiometer
- Nebulizer
- O2 tank
- Liquid nitrogen
- Glucometer
- Hemoglobin A1C
- Cholesterol Screening Equipment
- Hemoglobin Screening Equipment
- Ultra sound machine

Immunization

Staff member must meet immunizations requirements as stated in VGMHC’s immunization policy.

Job description represent a general outline of the essential and major job duties, functions and qualifications required. They cannot be all-inclusive and comprehensive due to the dynamic nature of work performed to accomplish VGMHC’s Mission.

Employee’s Signature: _____ **Date:** _____

Print Name: _____

Supervisor’s Signature: _____ **Review Date:** _____

Workplace site (circle one)

- VG Home Location:** VG Administration
 VG Beaverton
 VG Cornelius
 VG Dental – Hillsboro, Cornelius, McMinnville
 VG Forest Grove
 VG Foundation
 VG Hillsboro
 VG McMinnville
 VG Pharmacy – Beaverton, Cornelius, Hillsboro, McMinnville
 VG Tigard