

Humboldt IPA
Medical Assistant/Health Coach III

Purpose: The Medical Assistant/Health Coach III position, under direct supervision of the Nurse Practitioner, provides MA team leadership while performing MA duties and supports the Priority Care Center (PCC) team and works with patients who have persistent and ongoing health care need as appropriate. The Priority Care Center team works together, with health care providers and other health care professionals to provide support, guidance, education and assistance to patients navigating the health care system.

Duties/Responsibilities:

- MA team lead
- Training of new and existing MA staff
- EMR Super User; providing first line EMR support to staff
- Provides panel management support for Diabetes and Outside track RN care coordinator
 - Assists RN and participates in office visits, home visits and/or shared visits with patients and their providers
 - Answer, refer and/or follow-up via telephone, fax, email and mail with patients and provider questions related to the program and specific needs of the patients. Triage to the appropriate RN Care Coordinator or provider as indicated
 - Help to identify patients' barriers to self-care and the additional services patients may need, such as home health care or caregiver support
 - Enrollment of new patients into various programs offered at the Priority Care Center
 - Data entry
 - Obtaining and documenting vital signs; recording patients medical histories, assessments, etc.
 - Composing/transcribing letters and other types of correspondence
 - Completion and submission of forms
 - Electronic Medical Records documentation
 - Monitoring incoming patient portal messages, route, respond, etc.
 - Managing incoming electronic fax queue for Priority Care Center and moving documents to ecw folder, filing/routing documents, etc.
- Supporting care team through tracking of services patients receive outside of PCC, including Inpatient
- and Emergency room visits.
- Work as a member of the Care Support team to ensure that all of the team's responsibilities are completed
- Participates and recognizes opportunities for Quality Improvement within the clinic
- Works with patients using 'Motivational Interviewing' techniques
- Coordinates care with other members of the health care team for optimal patient outcomes

- Attend department and other meetings as needed
- Perform Point of Care testing and controls
- Stocking rooms and supply inventory
- Coordination/management and monitoring of incoming/outgoing referrals
- Other duties as assigned.

Required Skills:

- Certified Medical Assistant with Venipuncture Certification
- CPR Certified
- Have an understanding of how doctors and other health care providers deliver care
- Able to listen and discover what motivates a patient in order to have them adopt habits that are conducive to a high quality of life
- Effective written and verbal communication skills
- Proficient computer skills; particularly documentation, word processing, data entry, spreadsheets and electronic communication systems
- Detail oriented, well organized and efficient
- Valid CA drivers License
- Experienced MA with at least Three years' experience in the health care setting, leadership experience preferred.