

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-23-135

Closing Date: Open until filled



POSITION TITLE: Certified Medical Assistant – Maternal Child Health **DEPARTMENT: Medical Staff**

Position Summary:

Under general supervision of the Perinatal Diabetes Nurse Educator and Maternal Child Health (MCH) Program Director, the Certified Medical Assistant (CMA) supports the professional staff of the program with clinical care as well as in planning, developing, implementing, and evaluating program activities. Serves as a front-line health service technician on a patient care team, and performs basic patient care services and technical tasks under the direction of the physician or other licensed medical provider, and the Registered Nurse (RN). Performs a variety of technical (non-professional medical) and administrative tasks related to the treatment and care of patients in the perinatal ambulatory environment. Clinical duties require training and demonstrated competency, while not requiring the knowledge and skills represented by the licensure of full professional nurse education. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Assists in identification, tracking, appointing and re-appointing all new & established prenatal patients, especially as this pertains to prenatal patients diagnosed with diabetes in pregnancy.
- Assures that Perinatal Diabetes Clinic patients are appropriately scheduled in relationship to other appointments, including but not limited to: MCH/Prenatal clinic, Ultrasound, Nutrition, Breastfeeding education, Prenatal Massage, and any other WIHCC appointments.
- Contacts patients as needed to make sure the patient is able to be present for their scheduled appointments. May assist with coordinating access to WIHCC transportation services or addressing other barriers to care that may arise for patients.
- Assists in identifying patients with multiple no shows to assure that these patients with increased medical risk are not lost to care. Assists in locating patients lost to care and identifies challenges/barriers a patient may have in presenting for prenatal appointments.
- Facilitates the download of patient glucose monitors during clinic days.
- Identifies and schedules postpartum diabetes and pregnancy patients for six weeks postpartum Diabetes and Pregnancy Clinic follow-up appointments, working with Clinical Care Coordinators as needed.
- Assists in the evaluation, ordering, preparing for distribution, and use documentation of perinatal patient education materials and supplies.
- Assists in the maintenance of perinatal patient registries and rosters.
- Monitors and helps direct the flow of patients between Diabetes and Pregnancy appointment and patient's multiple scheduled appointments on MCH Prenatal Clinic day to promote clinic system function, assure excellence in patient care, and facilitate the patient care processes.
- Provides basic perinatal and diabetes and pregnancy patient education, as assigned and within scope of knowledge and practice.
- Refers medically related inquiries above knowledge level to appropriate medical staff, while maintaining patient confidentiality in accordance with policy and procedures.
- Utilizes the RPMS/EHR system to retrieve patient health records, reviews patient data to determine appropriate re-scheduling of patients, and requests external records through Health Information Management (HIM) Department, when needed. Obtains program related data to assist in the planning, development, implementation, and evaluation of Diabetes and Pregnancy Program.
- Assists in obtaining from HIM. Department internal, external, and referred care clinical data required for patient care planning and case management.
- Maintains confidentiality in accordance with the Privacy Act, AAAHC, IHS, HIPPA and organization's policy and procedures.

- Attends and participates in MCH Department and team meetings, including but not limited to Community Health Services Division, Perinatal Task Force, and other meetings as required.
- Maintains professional staff and patient telephone communication as needed: including incoming and outgoing local and long distance calls. Transfers calls to appropriate parties through extension, paging system, cell phone system, or by accurate written telephone messages.
- Furnishes accurate information about Diabetes and Pregnancy Clinic and other prenatal services for internal and external customers, if requested.
- Provides clinical support for MCH clinics, including prenatal clinic, non-stress test (NST) clinic, and colposcopy, etc.
- Assists medical providers in clinical setting by performing intake and vital signs for patients, assessing any needed screenings and reviewing.
- Administers vaccinations and therapeutic measures in collaboration with the medical plan of care and within scope of practice.
- Operates monitors and equipment (i.e. NST machine, EKG, AED, etc.) once safe use and knowledge has been demonstrated.
- Performs point of care testing, such as Hemoglobin A1C, urinalysis, or blood glucose level, in accordance with laboratory policy.
- Administers oral medications, performs subcutaneous, intramuscular injections as defined by WIHCC and regulatory guidelines for preparing and administering medication. Must be done under the supervision of a physician or advanced practice provider (i.e. PA or NP).
- Requires completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

High School Diploma or GED. Formal education/training, competency and certification as a Certified Medical Assistant; completion of an approved Medical Assistant training program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or the Accrediting Bureau of Health Education Schools (ABHES), or by an accrediting agency recognized by the US Department of Education. Maintain current and active Certified Medical Assistant certification (CMA) through successfully passing certification exams from the American Association of Medical Assistants (AAMA) or Registered Medical Assistant certification (RMA) from American Medical Technologists (AMT), or National Certified Medical Assistant certification (NCMA) from the National Center for Competency Testing (NCCT) is required. Must have demonstrated experience with electronic medical record systems. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability

- Knowledge of medical terminology and understanding of pregnancy, and diabetes.
- Knowledge of health education supplies and materials, patient assessment and counseling skills needed to meet the education needs of patients being contacted for prenatal clinical care matters, return to care issues, or basic health education.
- Knowledge of health education, and skill sufficient to teach patients positive health self-care practices, and provide basic counseling; defers to advanced clinical practitioner, such as RN or provider when outside scope of knowledge.
- Knowledge and skill sufficient to identify and report abnormal health complaints that need referral to health professional.
- Knowledge and skill sufficient to provide safety, security, and privacy for patients and to keep patient information confidential.
- Knowledge of general clerical procedures and processes used in filing, typing, answering questions, making referrals, recording data or monitoring activities.
- Knowledge of record support services.

- Knowledge of procedures used in making efficient outgoing connections.
- Knowledge to connect high priority or emergency calls when necessary.
- Knowledge of basic health center administrative policies and procedures and their application to daily work situations.
- Knowledge of a personal commitment to excellence in internal/external customer service.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of duties and responsibilities of the position.
- Knowledge of basic computer skills, e.g. RPMS, EHR, Outlook, Word, Excel, PowerPoint.
- Skill in extracting information from callers, who may be unclear as to the direction of their call, in order to direct them to the proper organizational component responds calmly and courteously with people who may be demanding.
- Skill to clearly communicate with patients, health care providers, clinical and non-clinical staff, social service, and other professional contacts.
- Skill in professionally handling incoming patient and staff professional calls using a multi-line system in a health care facility environment.
- Ability to work under pressure when dealing with multiple tasks and deadlines, while maintaining attention to detail and accuracy.
- Ability to be readily oriented to the organization, to learn the patient care environment, staff members and duties, and operating procedures.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to effectively communicate both in written and verbal.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment:

Work is performed both in an office setting and clinic with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.