

# Klamath Health Partnership

## Job Description and Responsibilities



### **Position: Lead Behavioral Health Medical Assistant**

**Salary Range:** \$  
**Status:** Non-Exempt  
**Reports to:** Behavioral Health Director  
**Location:** Klamath Open Door

The Lead Behavioral Health Medical Assistant, under the general direction and supervision of the Behavioral health Director, will provide oversight to the daily operations of the BH Medical Assistants.

The Behavioral Health Medical Assistant is responsible for interviewing incoming patients or representatives. The Behavioral Health Medical Assistant must enter information required for patient admission into a computer in a timely manner consistent with clinic registration procedures.

As a leader in this organization, all comments, attitudes, actions and behaviors have a direct effect on the Clinic and perception of quality service. Interacting with patients, providers, co-workers, supervisors, etc. must be friendly, supportive, courteous, respectful, cooperative and professional. This behavior should promote an atmosphere of teamwork that is congruent with KHP's standards and guidelines to promote positive relations.

#### **Key Responsibilities**

- Greet patients as welcomed guests to our office, following office guidelines for efficient check in.
- Interview patients; accurately measure vital signs including pulse rate, temperature, blood pressure, weight and height and record information on patients' charts.
- Collect genetic testing specimens.
- Assist with medication administration.
- Contact insurance company to verify patient coverage and obtain information concerning the extent of benefits.
- Medication Refills
- Process referrals and patient tasks.
- Call medical facility or department to schedule patients for tests.
- Participate in quality assurance measures.
- Oversight of Medical Assistant duties.
- Coordinate the training of new Medical Assistants.
- Provide input for biannual and annual performance reviews of BH Medical Assistants in conjunction with BH Director.
- Perform other duties as assigned.

#### **Desired Knowledge, Skills, and Abilities:**

- Qualified Mental health Associate preferred

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- At least 2+ years' experience as a Medical Assistant
- Ability to calculate drug dosages.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.
- Ability to write routine reports and correspondence.
- Possess the tact necessary to deal effectively with patients, physicians and employees.
- Possess knowledge of modern office equipment, systems and procedures.
- Must have excellent verbal and written communication skills.
- Bi-lingual/bi-cultural skills strongly preferred.
- Excellent teamwork skills a must.
- CPR/First.

### **Accommodations**

The physical demands described here are representative of those that must be met by an 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. The employee is expected to work Monday through Friday, 8:00 a.m. – 5:00 p.m. and will be called upon to work extended hours and Saturdays from time to time. While performing the duties of this job, the employee is regularly required to walk, talk, bend, lift, carry, write, and hear. The employee frequently is required to stand, walk, sit and use hands to finger, handle or feel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.