



Job Title: Medical Assistant (Physical Office)

Job Department: Clinical

Reports to: Clinical Director

About RHM:

RHM Gynecology delivers restorative medical care for gynecological, reproductive, and fertility health needs throughout a woman's reproductive continuum, puberty through menopause. RHM medical protocols always promote the dignity of the human person and prioritizes the health and well-being of the whole person.

Job overview:

Responsible for patient care under the direction of the clinical director and physician or licensed health care provider.

Essential functions include but are not limited to:

- Reconcile intake data after patient check in
- Triage staff buckets in Athena
- Maintain patient records confidentially
- Process in-coming lab and radiology results
- Record medical information into patient chart
- Process and respond to messages and inquiries, via telephone calls, emails, and EMR messages
- Retrieve and send patient medical records, ensuring proper release authorizations are on file
- Assist the billing department with prior authorization information as needed
- Obtain referrals
- Call in medications to pharmacies.
- Prep exam rooms and clean after patient appointments
- Clean and maintain medical equipment, including speculums and the autoclave
- Take inventory of and restock medical supplies
- Coordinate used gown pick-up
- Perform urine analysis and pregnancy tests
- Other duties as assigned.

Additional Responsibilities:

- Must be able to recognize and respond appropriately to urgent/emergent situations per protocols.
- Perform basic triage per specific office protocol procedures.

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- Always maintain professional appearance and personal conduct.
- Adhere to employer work practices as described in Employee Handbook and Office Policies & Procedures.
- Establish and maintain effective working relationships with physicians, staff, and management.
- Effectively cope with typical job stress manage time well
- Work well in a fast-paced work environment, manage a variety of tasks according to time-sensitivity, and multi-task effectively.
- Document work processes as required and other administrative duties as assigned
- Requires adherence to all policies and procedures, including standards for safety, attendance, punctuality, and personal appearance.

Qualifications:

- Align with the mission of RHM, which recognizes that all persons have dignity from the moment of conception until natural death
- Certified Medical Assistant (preferred)
- 1 year of work experience as a Medical Assistant or in a medical office setting (preferred)
- Exceptional attention to detail
- Strong organizational and time management skills
- Ability to prioritize and manage tasks efficiently in a fast-paced working environment
- Strong problem solving and analytical skills
- Strong computer skills and ability to learn computer programs, including Athena and RingCentral
- Medical terminology and an understanding of the ovulatory cycle.
- Knowledge of medications and injection procedures.
- Ability to communicate effectively, in verbal and written form, with retail and medical partners at various levels, patients, family members, physicians and representatives of the community.
- Sound understanding of all federal and state regulations including HIPAA and OSHA.

Physical Requirements:

- Hearing: Adequate to perform job duties over the telephone. Able to respond to verbal questions.
- Speaking: Must be able to communicate clearly to patients and staff over the telephone.
- Vision: Visual acuity adequate to perform job duties, including visual examination of patient and reading information from printed sources and computer screens.
- Other: Requires long period of times sitting, viewing computer screen and repetitive keystrokes.



This document is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

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