



Certified Medical Assistant

Job Description

Identity, Inc. Revised October 2021

Reports To: Identity Health Clinic Office Manager

Employee (\$14-20/hour)

General schedule: 8 a.m.-5 p.m. Tuesday-Saturday. Occasional evenings and weekends.

Identity, Inc. is a statewide 501(c)3 organization whose mission is to advance Alaska's lesbian, gay, bisexual, and transgender (LGBT) community through advocacy, education and connectivity. Our vision is for a world where all people are free to express and be proud of their gender identity and sexual orientation. Identity Health Clinic offers gender-affirming and sexuality-affirming healthcare to Alaskans.

Summary

This position works closely with and assists medical/behavioral health providers at Identity Health Clinic to advance the healthcare of LGBTQ+ Alaskans, including performing regular administrative tasks, maintaining safety protocols, complying with required regulations, and supporting overall clinic needs and patient flow.

Role and Responsibilities:

Daily Tasks (Many are shared tasks)

- Check/route faxes
- Check/route voicemail messages and Athena cases/messages
- Accept and process patient payments in clinic and over the phone
- Answer and return phone calls when possible
- Keep common areas clean: Dishes as needed, bathrooms as needed
- Keep coffee and office supplies stocked and organized
- Call for lab pick up if necessary
- Help new patients with new patient packets and enter information into EHR

- Follow through with clinical in box tasks through Athena
- Check and log lab fridge temperature.
- Maintain specimen log book if needed.
- Take patient vitals as needed for daily appointments
- Assist providers with clinical tasks as requested to include injections, blood draws, help with procedures, etc.
- Check email and Athena Text
- Clock in/Out
- Check in visits as needed
- Prep next day patient paperwork
- Prior Authorization for medication refills
- Set up prescription refills for providers within Athena if they come in through fax or phone call
- Clean exam rooms between each patient, sanitize hands between each patient
- Stock Exam Rooms
- Special Projects (only if there is time)
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Weekly Tasks

- Delete computer document history to maintain HIPAA compliance
- Look ahead at next week's schedule for all providers and identify any scheduling concerns clinical needs

Monthly Tasks

- Participate in Front Desk, Individual Supervision and Staff meetings/trainings as scheduled
- Check office and clinic inventory, and order any low items
- Other duties as assigned

***Preferred Skills & Experience**

- The qualified applicant will have at minimum a high school diploma and GED. Associates degree preferred in Business Administration, certification as a CMA or CNA or other front office support certification or degree program.
- The qualified applicant will have training and certification that allow them to train parents on trauma informed/based parenting skills, as well as provide case management or care coordination to clients as directed by the provider.
- Billing/coding, Athena, GSuite, EHR experience, multiline telephone, experience in social work and medical setting, basic office management skills (fax, scan, e-mail, etc.), experience working with community organizations and/or non-profit organizations, experience working with the LGBTQ+ community.

***Additional Notes**

- Active support of Identity's mission
- Willingness to learn
- Compassion for others

- Willingness to work as part of a team
- Organized
- Ability to work independently
- Must be able to pass a background check
- Must be able to treat everyone with respect and dignity

This job description does not list all of job duties. Occasionally the Clinic Director or Office Manager may assign other reasonable duties. Identity reserves the right to revise this job description at any time.

Identity, Inc. is an equal opportunity/affirmative action employer and encourages applications from all qualified individuals including people of all genders; people with disabilities; Black, Brown and Indigenous people; People of Color; lesbian, gay, bisexual and queer individuals; and people with lived experience of houselessness/poverty.

To apply, send cover letter and resume to: info@identityinc.org