**Medical Administrative Assistant**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

The Medical Administrative Assistant supports the operations of the Birdsong Resident Clinic, providing Administrative support including; patient management, answering the telephone, verifying insurance, scheduling appointments, preparing documentation and charts in EHR/EMR, and communicating messages and reminders to staff and residents.

**RESPONSIBILITIES**

* Serves as assistant for the Clinic, answering incoming calls, checking in/out patients and visitors into the Clinic and assigning appropriately.
* Prepares tracks and monitors analytical reports, special projects and systems.
* Assists with quality assurance systems and tracking to support the goals of the Clinic.
* Prepares and creates calendars, newsletter articles, resident forms, brochures, flyers.
* Assists with budget, inputting figures as needed.
* Monitors for meeting deadlines and notifies managers and clinic manager if not met.
* Provides support for patient management by preparing charts, obtaining notes and reports, faxing results, uploading to EHR. Schedules all appointments in EHR system, takes messages or refers to the appropriate person and/or department.
* Verifies insurance information is up to date & documented in EHR accurately identifying Primary/Secondary insurance and uploading to EHR system.
* Maintains Emergency Preparedness Information with current up to date telephone listings for staff, doctors, and emergency numbers, emergency supplies listing, and current up to date information.
* Schedules and maintains Lab Book, mobile X-ray, and outside vendor scheduling.
* Maintains telephone listings up to date for residents, employees, and special occasions (birthdays)
* Prepares daily schedules for clinic, NP’s, doctors, in house and outside vendors.
* Makes room reservations to secure event bookings.
* Notify residents of their appointment 24 hour prior to ensure timeliness.
* Notify nursing supervisors in ES and Hoy of times for their resident’s appointments.
* Keep appointments on schedule by notifying provider of arrivals/delays.
* Serves on designated committees.
* Opens and closes Clinic based on designated Clinic hours. Keeps Clinic Manager abreast of any important information regarding clinic matters.
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* Performs other duties as assigned.

**QUALIFICATIONS**

* Bachelor’s degree or equivalent relevant work experience.
* 1 year administrative and clerical experience preferred.
* Proficiency with the following:
  + Multi-tasking
  + Maintaining a calm, professional manner during high volume times
  + Performing projects, including inputting budget figures and creating presentations, flyers, and brochures
  + Microsoft (Word, Excel, PowerPoint, Publisher) and Google Applications (Docs, Sheets, Slides)
  + EHR/EMR systems
  + ICD-10 coding
  + Data entry
  + Providing excellent customer service

**BENEFITS**

* Health & Dental Available Day 1 for new employees!
* Dental Insurance
* Life Insurance
* Long-term Disability Insurance
* Medical Insurance
* Short-term Disability Insurance
* Employee Assistance Program
* Retirement Plan with employer match
* Paid Time Off (PTO)
* Employee Discounts
* Excellent Advancement Opportunities
* Scholarship Program for Employees/Family Members
* Tuition Assistance
* Six paid holidays
* Vision