



## Cow Creek Government Office

### Position Description

**Position Title:** Behavioral Health Medical Assistant

**Department:** CCH&WC

**Reports To:** Clinic Operations Manager

**FLSA Designation:** Non-Exempt

**Date Written/Revised:** 7/27/19

### POSITION PURPOSE:

The Behavioral Health Medical Assistant is responsible for providing high quality, compassionate, and culturally sensitive care within their scope of practice as part of nursing team in outpatient primary care facility.

### ESSENTIAL FUNCTIONS:

- Experience with data entry, greet clients, check-in/check-out, and schedule appointments for behavioral health clients.
- Knowledge of psychotropic medications and psychiatric diagnoses.
- Must have experience administering psychotropic medications under supervision of provider.
- Be able to perform blood draws (phlebotomy) for psychotropic monitoring.
- Must be HIPPA Compliant.
- Have experience administering long acting IM injections.
- Be proficient with medical terminology.
- Confidence communicating closely with pharmacies for client medication accuracy.
- Have prior experience working with insurance companies, including prior authorizations and coding.
- Able to work with diverse socioeconomic groups.
- Have confidence and experience working with clients with mental health/substance abuse history
- Understand and have knowledge of psychiatric review of systems.
- Must understand and complete a variety of assessments, including, but not limited to: HAM D, GAD, SLUMS, PHQ-9, MINI MSE, Beck, Mood disorder, ADHD, etc.
- Ensure timely implementation of orders given, reporting of client needs, and update of client notes.
- Active in implementing safety, quality improvement needs, and compliance standards of daily client care.
- Be experienced verifying and filling medications.
- Have knowledge and experience obtaining acceptable vital signs ranges.

- Be confident and understanding of clients' needs, to complete interview for health, assessments, behavioral health, and mental health issues.
- Must have experience with crisis call screenings.
- Have experience and confident with client welfare checks.
- Experience with referral process, including but not limited to, scheduling new client intakes, sending for client records, and speaking with representatives from other medical organizations.
- Be able to work under pressure with calming, empathetic, and supportive professional presence.
- Must be able to assist with resolving client concerns and difficulties in between appointments.
- Must work well without supervision and excellent time management skills.
- Knowledge of assisting clients with various community resources and psychoeducational materials.
- Obtain preliminary health information and physical assessment during a patient's visit including vital signs, chief complaints, and health maintenance needs.
- Maintain competency and use established procedures and protocols for laboratory tests and diagnostic procedures (e.g. EKG, Spirometry, Audiometry, Visual Acuity, Updraft Treatments, Tympanometry, Pulse Oximetry, and Peak Flow Measurements).
- Administer medications and assists other staff in therapeutic procedures (e.g. casting, wound closure, wound debridement, dressing changes, etc.) within scope of practice.
- Perform phlebotomy, specimen processing, and laboratory tests according to clinic standards.
- Utilize and maintain laboratory equipment with adherence to all laboratory safety standards.
- Document all observations, assessments, nursing interventions, and therapeutic measures taken and patient interactions, including phone calls, emails, etc. in EHR.
- Coordinate follow-up patient care with ancillary services by scheduling appointments and referrals. Provide education to patients and families regarding the management of medications, treatments, home care or discharge instructions, etc., as delegated and within scope of practice.
- Assist in maintaining adequate clinic supplies & equipment as well as upkeep of clinic area by maintaining a safe environment for patient & staff. Monitor equipment for repair or damage & report deficiency to appropriate supervisor.
- Provide and/ or assist in the provision of emergency care.
- Continually practice and demonstrate effective interpersonal communication skills.
- Adhere to all tribal and clinic policies.
- Protect patient medical information within the guidelines of HIPAA policies & procedures.

## **QUALIFICATIONS:**

- Possess a minimum of two (2) years' direct patient care experience preferably in an ambulatory care outpatient clinic and in preferably Tribal setting.
- Possess a minimum of one (1) year of direct patient care experience in behavioral health setting assisting psychiatric and behavioral health staff.
- Familiarization with Trauma Informed Care.
- Capable of working in collaboration with all staff and all departments to maintain the delivery of high quality patient care.
- Demonstrate excellent attention to detail and quality improvement
- Demonstrate a working knowledge of computer applications & Electronic Health Records
- High School Diploma or GED, required.
- Must have, or qualify within 6 months of employment for, a current and nationally recognized Medical Assistant Certification and maintain currency.