

**Valley AIDS Council d/b/a Westbrook Clinic  
Position Description**

Job Title: Registered Medical Assistant/Scribe  
FLSA Status: Non-Exempt  
Approved By: CEO/Executive Director  
Approval Date: 12/11/2015  
Department: PCMH Medical  
Reports To: PCMH Administrator: Medical

**EMPLOYEE RISK FACTOR: I**

Performs tasks that involve exposure or potential exposure to blood, body fluids or body tissue, or other potentially contaminated materials.

**SUMMARY:**

The purpose of this position is to assist the Staff Physician, Clinic Nurse, Phlebotomist, and Pharmacist in caring for HIV/AIDS patients. Their function is to also handle time-consuming clerical responsibilities for physicians during department patient encounters. Scribes accompany a physician and directly observe patient encounters. They accurately document the events and decision-making in a manner that results in appropriate medical charting. Scribes also complete clerical activities necessary to assist with processing of physician orders for tests and medications. By accomplishing the time-consuming clerical duties that otherwise would be assigned to a physician, Scribes enable physicians to spend more time with individual patients and increase the overall flow of patients in the department.

**SUPERVISION RECEIVED/EXERCISED:**

Works under the general direction of the PCMH/ Clinical Medical Director.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Responsible for managing insurance required pre-authorizations of patients in their care.
- Responsible for the management of prescription re-fills of patients in their care.
- Accurate, timely charting of patient encounters, including but not limited to patient history, physical exams, diagnostic findings, lab and test results, consultations with other providers, diagnoses, discharge instructions and prescriptions.
- Professional, non-intrusive interaction with patients, physicians, clinic staff and other co-workers.
- Maintains pharmacy log by entering medications dispensed and filing prescription per protocol.
- Maintains documentation of medication inventory by entering quantities received and amounts dispensed according to established protocol.
- Maintains patient's charts in current status by entering all pertinent orders, reports, and progress notes.
- Assists in the preparation of patient charts prior to clinic appointments.
- Assist in maintaining adequate medical supplies and pharmacy compiling a list of shortages for the purpose of controlling inventory and ordering supplies.
- Assist Pharmacist in his duties in Class D Pharmacy.
- Assist in the ordering and distribution of medicine from DSHS medication program.
- Assist in the collection and processing of blood fluid specimens as per physician orders.
- Compliance with clinic and HIPAA policies, including those relating to confidentiality of patient information.
- Assist in scanning and compiling paper medical records into the Electronic Medical Records system.
- Excellent job attendance.

- Other duties as assigned, including but not limited to training other Scribes and staff.
- “Charts” and “Charting” refers to primarily electronic medical records, but may at time include paper documents.

**MINIMUM QUALIFICATIONS – EDUCATION & EXPERIENCE:**

High School Diploma or Equivalent, completion of Medical Assistant course, Registered as a Medical Assistant. Minimum of six months related experience. Experience with medical terminology preferred.

**MINIMUM QUALIFICATIONS – KNOWLEDGE, SKILLS & ABILITIES:**

A responsible and mature individual with a passion for medicine. Working knowledge of Microsoft Office, specifically Outlook, Word & Excel. Must be able to work under conditions of constant interruption and be able to stay on task.

Ability to participate effectively as a team member. Willingness to work a flexible schedule when circumstances necessitate. Knowledge of primary care and HIV medicine. Commitment to team approach to patient services. Commitment to patient education. Commitment to the purpose and goals of Westbrook Clinic and agreement with Westbrook Clinic’s philosophy.

Ability to speak fluent English; ability to handwrite legibly; ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization; ability to add, subtract, multiply, and divide, in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs; ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**PREFERED QUALIFICATIONS –**

Bilingual: Fluent in English and Spanish

**SPECIAL REQUIREMENTS/QUALIFICATIONS:**

State of Texas Class “C” Driver’s License. Employee must maintain all certifications, licenses and/or registrations consistent with Westbrook Clinic policy and Texas State Law.

Ability to communicate fluently in Spanish.

Flexibility to travel, if needed.

**EQUIPMENT USED:**

Working knowledge of thermometers, EKG machine, Glucometer, Defibrillator, and blood pressure machine. Requires frequent use of personal computer, including word processing and spreadsheet programs; telephone, copy machine, fax machine, and automotive vehicle.

**PHYSICAL DEMANDS:**

A constitution to work under the rigors of delivering medical care. While performing the duties of this job, the employee is frequently required to stand, and walk for extended periods of time as well as sit and talk or listen. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 35 pounds. Vision corrected in normal range and hearing corrected in normal range.

**WORKING CONDITIONS:**

Work is predominantly performed in an office setting where the noise level is usually quiet. Exposure to infectious diseases; potential exposure to physical violence.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Valley AIDS Council d/b/a Westbrook Clinic is an Equal Opportunity/Affirmative Action employer, welcomes individuals from diverse backgrounds and perspectives, and believes that an inclusive and respectful environment enriches the Agency community and the employment experience of its members. Valley AIDS Council d/b/a Westbrook Clinic prohibits discrimination against individuals on the basis of race, color, national origin, religion, sex, sexual orientation, disability, age, status as a veteran or special disabled veteran, gender identity or expression, genetic information, pregnancy, childbirth or related medical conditions and any other prohibited characteristic. Please visit our website to view all Agency Policies and Workplace Postings.

Background investigations and a drug screen are required for all new hires as a condition of employment, after the job offer is made. Employment will be contingent upon Valley AIDS Council d/b/a Westbrook Clinic's acceptance of the results of the background investigation and drug screen.

Employment with Valley AIDS Council d/b/a Westbrook Clinic will require training which may include but not limited to explicit training/discussion regarding sex and sexuality. This position may also encounter such explicit language when dealing with clients and targeted populations.

This job description has been discussed with me by my supervisor. I agree to perform these duties to the best of my abilities, and I understand that my duties may not be limited to those described above.

_____	_____
Employee Signature	Date
_____	_____
Supervisor Signature	Date
_____	_____
HR Director Signature	Date
_____	_____
CEO/Executive Director Signature	Date