

Medical Assistant – Patient Referral Clerk

Reports To: Registered Nurse (RN)

Location: Happy Camp Clinic

Salary: \$7.50 to \$9.00, depending on experience

Summary: Shall coordinate all patient referrals at the request of the Providers. Will schedule all appointments necessary, coordinating with the patient and the outside Providers. Will notify patient of said appointment and give any instructions if needed. Will enter all referrals into the RPMS system, will track and record reports as they are received.

Shall work with the CQI department to comply with JCAHO standards. Shall work with the CHS department and RPMS management.

1) What are your typical job responsibilities?

Rooming patients, taking vital signs, drawing blood, processing lab orders, and referring patients to specialists.

2) How do you *really* spend your day?

Helping patients, charting patient's vitals, processing lab requisitions and referring patients to outside specialists. The clinic is very busy and your day will fly by!

3) How do you organize your day to ensure you get everything done?

We have patient appointment schedules which allow us to plan our day around the number of patients we will be seeing. We also have open time to allow for patient walk-ins, all lab work is done in the morning and all referrals are done in the afternoon.

4) What education/career paths lead you to this position? Were there any life changes that guided your way to this position (ex; closing of the mill, desire not to leave area, family)?

I have taken college classes in the medical field, plus a one year course in Medical Assistant, which after losing my last job due to grant funding coming to an end, I was hired at the health clinic and started training again in the medical field.

5) Uppers; what is the thing that you love most about your job?

The satisfaction of helping people who are not always in the best of moods when we see them due to being ill, just putting a smile on someone's face or making them feel better is great satisfaction. Also everyone who works in the clinic has become extended family; we are a team and enjoy helping each other and pulling together.

6) Downers; what is the thing that you love least about your job?

Paperwork, although that is a very essential portion of our job, so it really isn't that bad, just time consuming.

7) What inspires, excites, and/or motivates you in your job?

Helping people, knowing that we are providing a service that is allowing them to feel better physically and emotionally.

8) What does your average work week schedule look like (ex; hours worked, meetings, appointments, traveling, etc.)?

Hours worked is 40 per week, which includes working with patients, making appointments for patients to see specialists, a lot of computer work in our own RPMS system and the Medi-Cal website enrolling patients in different Medi-Cal programs, helping them with insurance problems and pre-authorizations for certain tests, talking to the hospital setting up tests and procedures.

9) How do you relieve stress?

Taking a mental break, closing my eyes, breathing deeply, and spending time with my family after work.

10) Does your job include a lot of traveling? Do you enjoy it?

No, we have a few trainings, but I probably only travel once or twice a year.

11) What advice would you give to someone interested in this line of work?

You have to love helping people from all walks of life, rich, poor, clean or dirty. You have to realize that everyone deserves health care and they should all be treated equally no matter what their circumstances are.

12) What does a typical day in your world look like?

Taking care of patients, drawing blood and then processing it to go to the lab, referring patients to see other outside providers, putting information into the computer system, making phone calls to patients, hospitals and specialists.