

At **Children's Health Council (CHC)**, we've been helping children, teens and families for 60 years. Our Center, two schools and a Community Clinic, serve families in the Silicon Valley as well as the greater San Francisco Bay Area. Our areas of expertise include learning differences, anxiety and depression, ADHD and Autism. We also provide excellent parent education services and parent consultations.

At CHC, we uncover a world of promise and potential in every child. Using a personalized approach, we help your children become happier, more resilient and more successful. Our employees are encouraged to bring their ideas, experiences and perspectives, gleaned from their varied backgrounds, to the workplace. We strive to create an environment in which all employees can contribute to their fullest potential to make an impact in the lives of the children we help.

Mental Health Medical Assistant

Job Summary

CHC's Medical Assistant will help patients by providing information, services, and assistance for all outpatient psychiatry services and within CHC's Intensive Outpatient Program (IOP). Other duties include securing medical records, scheduling and rescheduling with the proper clinician, managing patient inquiries, and maintaining medical records in a timely fashion. Medical assistants are cross-trained to perform administrative and clinical duties. CHC's medical assistant will be instrumental in helping patients feel at ease in the physician's office and often explain the physician's instructions. CHC's medical assistant will be fully responsible for the smooth day-to-day operations of outpatient psychiatry services and the IOP.

Essential Duties and Responsibilities:

- Fielding all calls and inquiries from potential patients, gathering preliminary information regarding reasons for visit and scheduling with the proper psychiatric provider.
- Verifies patient information by interviewing patient; recording medical history; confirming purpose of visit.
- Prepares patients for examination by performing preliminary physical tests; taking blood pressure, weight, and temperature; reporting patient history summary.
- Coordinates with psychiatrist around office procedures.
- Secures patient information and maintains patient confidentiality by completing and safeguarding medical records; completing diagnostic coding and procedure coding; keeping patient information confidential.
- Counsels patients by transmitting physician's orders and questions about refills, appointments and referrals.
- Schedules appointments and follow-up appointments; verifying times with patients; preparing charts, pre-admission and consent forms.
- Maintains safe, secure, and healthy work environment by establishing and following standards and procedures; complying with legal regulations.
- Keeps supplies ready by inventorying stock; placing orders; verifying receipt.
- Updates job knowledge by participating in educational opportunities; reading professional publications.
- Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements.
- Enhances practice reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Perform nursing procedures under supervision of physician or nurse practitioner.

- Assist physician and nurse practitioners in exam rooms.
- Escort patients to exam rooms, interview patients, measure vital signs, including weight, blood pressure, pulse, temperature, and document all information in patient's chart.
- Give instructions to patients as instructed by physician or physician assistant.
- Ensure all related reports, labs and information is filed and is available in patients' medical records prior to their appointment.
- Take telephone messages and provide feedback and answers to patient/physician/pharmacy calls.
- Triage and process messages from patients and front office staff to physicians and physician assistants.
- Lead or assist in running IOP groups as needed.
- Maintain all logs and required checks.
- All other duties as assigned by administrator.
- Perform other related duties as required and assigned.

Administrative Duties (may include, but not limited to):

- Using computer applications
- Answering telephones
- Greeting patients
- Updating and filing patient medical records
- Coding and filling out insurance forms
- Scheduling appointments
- Arranging for hospital admissions and laboratory services
- Handling correspondence, billing, and bookkeeping
- Coordinate care with internal and external providers
- Complete internal referrals
- Obtain medical records and manage referral thank you letters
- Obtain prior authorizations for medications
- 5150 paperwork and coordination

Clinical Duties (may include, but not limited to):

- Taking medical histories
- Explaining treatment procedures to patients
- Preparing patients for examination
- Assisting the physician during exams
- Instructing patients about medication and special diets
- Authorizing prescription refills as directed
- Obtaining prior authorization for medications as directed
- Sending and collecting questionnaires from patients.
- Taking and recording vitals- height, weight, blood pressure, and pulse

Qualifications/Guidelines:

- Supply Management, Verbal Communication, Infection Control, Creating a Safe, Effective Environment, Organization, Scheduling, Professionalism, Customer Focus, Confidentiality, Bedside Manner, Medical Teamwork

Knowledge/Ability/Skills:

Medical assistants must have knowledge of:

- Healthcare field and medical specialty
- Medical terminology
- Grammar, spelling, and punctuation
- Knowledge and efficient use of EHRs
- Exceptional customer service and phone etiquette
- Ability to maintain effective and organized systems to ensure timely [patient flow](#)

Education/Training:

- High school diploma; college graduate preferred
- Medical assistant certification

Physical Requirements: An employee in this position may be required to occasionally lift, move and/or set-up stacks of documents lap-top computers, in-focus projectors, flip charts and other materials. Employee will also be required to work for extended periods of time at a computer terminal.

Special Job Requirements: To meet the needs of our clients, flexibility in work schedule is required.

Contact with Others: Frequent interpersonal interaction with peers, subordinates and outside contacts.

To Apply:

To respond to this opportunity, please send your resume and cover letter to jobs@chcoline.org and reference "**Medical Assistant**" in the subject line of your email.

Children's Health Council (CHC) supports workforce diversity. We are an Equal Opportunity Employer and believe in treating each employee and applicant for employment fairly and with dignity. We will provide employment opportunities without regard to race, religion, color, creed, national origin, gender, orientation, age, disability, medical condition, marital status, veterans' status or any other classification protected by employment discrimination laws. When necessary, CHC also makes reasonable accommodations for employees with disabilities in accordance with individual needs, business realities and applicable laws.