

# Medical Assistant

<b>Department / Team:</b>	Clinical
<b>Term Duration:</b>	Open
<b>Reports To:</b>	Clinic Director
<b>Type:</b>	Part-Time to Full-Time
<b>Location:</b>	Hilo, Hawai'i

## About Maika'i Health

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Established in 2019, Maika'i Health (MH) is a 501(c)(3) Hawai'i non-profit. The MH team strives to deliver high quality, culturally responsive, comprehensive patient-centered outpatient health care that is equitable and accessible for all in East Hawai'i.

The mission of Maika'i Health is, "To be the patient-centered healthcare home that is accessible for all and be the center of healthcare learning excellence in East Hawai'i."

## About the position

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We are looking for a Medical Assistant (MA) to complete clinical and administrative tasks as an integral member of a patient's care team at Maika'i Health Community Clinic. The MA's performance shall be evaluated through direct observation, consultation, and written documentation under the direct supervision of the clinic director.

## Responsibilities

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### **Clinical Duties** *(May include but are not limited to):*

- Preparing/updating patient charts for pending encounters.
- Measuring and recording patients' vital signs, such as height, weight, temperature, blood pressure, pulse and respiration.
- Preparing and administering medications, with appropriate training and supervision, via all applicable routes of administration such as intramuscular, intradermal, and subcutaneous.
- Preparing patients for examinations and explaining treatment procedures to patients.
- Observing patients, charting and reporting any changes in patients' conditions, and taking any necessary actions.
- Collecting and preparing specimens for point of care testing and tests to be sent to a laboratory.
- Accurate, timely, and complete documentation of pertinent health and wellness information within patient records in accordance with MH policy.
- Sterilization of equipment and supplies, using germicides, sterilizers, or autoclave.
- Collaboration as part of a patient care team to meet patients' medical needs.
- Rendering care to MH patients in accordance with quality and standards as established by MH, community/cultural practices, state and federal laws/regulations and state and

federal grant requirements regarding non-discriminatory practices - regardless of status, race, sex, religion, national origin, handicap, age, or ability to pay.

- Transmitting prescription refills as directed by a licensed prescribing provider of MH.
- Performing office medical procedures (including but not limited to) electrocardiograms, wound care, dressing changes, and patient education.
- Participation in audits as required by state and national accreditation entities ensuring all necessary standards and requirements.
- Attending all required staff meetings, provider meetings, and participating in MH committees or task force activities.
- Coordinating communication between patients, family members, care givers, medical and administrative staff, regulatory agencies, and/or other stakeholders.

**Administrative Duties** (*may include but are not limited to*):

- Using computer applications, including MH's selected EHR system.
- Answering telephones.
- Updating and filing patient medical records, assistance in filling out patient provided forms.
- Addressing incoming facsimile messages and/or directing them to the proper staff.
- Assisting patients with scheduling appointments with MH along with specialist offices

**Advocacy:**

- Treat all patients with dignity and respect.
- Provide excellent customer service.
- Maintain a strong commitment to the organization's mission and values with the ability to demonstrate that commitment in daily interactions.
- Demonstrate a commitment to racial and social justice and community engagement to impact change at the community level (including willingness to volunteer with MH outreach events).

**General Duties/Responsibilities:**

- Maintain a courteous attitude toward internal and external customers at all times.
- Ability to work in a team-oriented atmosphere.
- Maintain an honest, courteous and professional manner.
- Maintain good personal hygiene.
- Be free of alcohol and drug abuse.
- Ability to work under pressure and complete assigned tasks in potentially stressful situations.
- Ability to effectively communicate in English, both oral and written.
- Conform to Joint Commission and/or HIPAA regulations as required.
- PHI (Patient Health Insurance) Compliance,

## Candidate requirements

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- *Education:* High school diploma or equivalent. Medical Assistant Certificate from accredited technical school/program preferred.
- *Licensure & Certification:* No licensure requirement for the position, although Certified Medical Assistant is encouraged/preferred. Must maintain CPR/BLS certification.
- *Experience:* Previous experience in a medical office preferred.
- *Interpersonal Skills:*
  - Skilled in interpersonal relationships across diverse demographics.
  - Ability and willingness to work in a diverse environment.
  - An awareness and understanding of the health and socioeconomic needs of low-income and/or underserved populations.
  - Ability to work effectively in a community health setting utilizing physicians, nurse practitioners, physician assistants, and support staff.
- Computer literacy, familiarity with Microsoft Office environment. Ability to utilize the EMR system to complete daily tasks.
- Experience in public health or non-profit organization, including any related background in community organizing and/or development is preferred.
- Effective time-management skills, with demonstrated ability to manage a diverse and demanding workload and deliver work products within deadlines.
- Possess a valid Hawai'i driver's license and associated insurance or maintain insurability.
- Ability to travel (5-10%), which may fluctuate depending on program schedules.

## Contact us to apply

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Maika'i Health is proud to be an Equal Employment Opportunity and Affirmative Action employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBT applicants. We do not discriminate based upon race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, status as an individual with a disability or other applicable legally protected characteristics.

To apply for this role, please visit our website, [www.maikaihealth.org](http://www.maikaihealth.org) and hover over the "About Us" tab to access the "Careers" page and our organization's application for employment. Send the completed application and your resume to [HR@maikaihealth.org](mailto:HR@maikaihealth.org) attached to an email telling us why you would be a great fit for our team!