



**Neurology Solutions**  
**9011 Mountain Ridge Drive, Suite 100**  
**Austin, Texas 78759**  
<https://www.neurologysolutions.com/>

## Job Description

**Job Title:** Certified Medical Assistant

### Summary

Performs administrative and certain clinical tasks under the direction of assigned medical providers by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Assists with getting patients set up for their visit. Takes patient vitals, enters medications and ROS, and meaningful use information.
- Reviews discharge instructions and makes sure appropriate forms are given to patient.
- Navigate proficiently within Athenahealth, NSC's EMR
- Responsible for appropriately handling incoming clinical questions for your provider(s) and communicating with the team.
- Barcode, scan, or fax clinical paperwork from office visits for assigned providers.
- Assists providers by following proper procedures and administering health history questionnaires.
- Reviews charts for assigned providers and requests records/medication lists as needed. Demonstrates follow through in obtaining records/medication lists.
- Draws up medications for injections and logs appropriate information.
- Sends referrals/orders for assigned providers.
- Ensures rooms are clean, stocked, and have appropriate forms available.
- Responsible for checking personal and provider staff inboxes daily.
- Processes all medication and imaging prior authorizations and denials/appeals.
- Reviews documents for accuracy before having the provider sign off on them. Add them to the appropriate section of the chart. Distribute plan of care/certification/recertification home health orders to billing.
- Checks and returns voicemails daily. Document calls via patient case. Handle urgent calls immediately.
- Obtain medication and imaging prior authorizations as needed.
- Administer and read TB injections annually.

- Contact drug representatives when medication samples are running low. Demonstrate follow through with obtaining samples.
- Ensure samples are unexpired and properly dispose of expired samples for assigned months.
- Floats and covers other medical assistants when necessary.
- Assists with inventory and stocking of supplies.
- Maintain deep brain stimulation (DBS) and intrathecal baclofen pump (ITB) patient spreadsheets and order ITB drug supply every 2 weeks.
- Maintain close professional relationships with neurosurgery offices and hospital staff related to scheduling of patients for urgent needs as well as DBS referrals and DBS surgeries (initial implants and battery replacements).
- Interrogates DBS patients and alerts AP of abnormal values. Train in basic DBS programming evolving to more advanced techniques depending on proficiency and need for training and AP supervision.
- Perform incident to clinical visits (in person or video telemedicine; supervised by NSC advanced providers as needed) to include the following:
  - Contribute with the design and production of prescription metabolic enhancing foods (electrolyte/osmolyte and meal replacement drinks/shakes) and mitochondrial/stem cell supporting supplements. Must maintain a current food handler certification.
  - Train and perform various clinical scale tests (neurocognitive, physical rating scales, nutritional/GI protocol visits, injection/drug compounding visits.
  - Train and perform new service lines which may include IV infusions and assisting with workflow of infusion protocols.
- Assist the practice as we expand services including Metabolic Optimization Clinic; Metabolic Supplements/Drinks; Physical Training/Light Therapy; IV Infusion Clinic; Aesthetic Clinic including injection procedures.
- Assists with other duties, as assigned.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service - Responds promptly to customer needs; responds to requests for service and assistance.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Minimum 5-years related experience, or equivalent combination of education and experience.

Minimum 2 years Athenahealth EMR experience required. An intermediate or greater level of proficiency including scheduling and reporting functionality is preferred.

### **Language Skills**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

### **Mathematical Skills**

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.

### **Reasoning Ability**

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.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.**