Position Title: Medical Assistant and Cast Tech

Reports To: Lead DME Coordinator & Clinical Team Leader

Position Summary: With pride and compassion, aide the providers in the treatment and care of all patients. Responsible for the day to day operation of the OV DME program to ensure patient needs are appropriately met in a cost efficient manner. Also responsible for aiding the providers with casting and splinting application and removal.

MA Essential Duties and Responsibilities:
- Greet patients in a pleasant and compassionate tone when calling them from the waiting area
- Introduce yourself and verify patients’ identity
- Review patients’ medical history with them; add/delete updated information in E.H.R.
- Generate a new medical history for each patient at each visit as accurately as possible
- Be alert and ready to take orders from the providers regarding the patients’ needs
- Schedule in-house or outpatient tests/studies/appointments for the patients as directed by the provider (i.e. MRI, Labs, Injections, Cardiology, Primary Care, etc.); provide the patient with all pertinent information regarding the upcoming appointment or procedure(s)
- Complete outside order templates in E.H.R. for outside appointments for the patients as directed by the provider (i.e. UVA, Duke, etc.); provide the test schedulers with all pertinent information regarding their upcoming appointment (i.e. referral sheet, address/phone number, directions, instructions, etc.)
- Prepare Injection/Aspiration trays as directed by the provider; send aspirated fluid for lab testing as directed by the provider
- Prepare the exam room for cast application as directed by the provider
- Remove staples or sutures, external fixators or pins, and casts as directed by the provider
- Document in E.H.R. any procedures done during an office visit (i.e. injections, etc.);
- Monitor the encounter form for correct information regarding charges for injections, splinting/cast application, DME, etc.
- Generate work notes, prescriptions, therapy referrals, DME orders, and other documents as directed by the provider
- Respond to “red” light alert immediately when activated by the provider
- Call no show patients to inquire about their well being

Revised: 1-21-11; 10-15-11; 10-16-11; 5-9-14
• Remind the providers to check their prescriptions and triages throughout the day; call in all authorized prescriptions throughout the day and before leaving at the end of the day
• Maintain cleanliness and adequate stock of the exam rooms (i.e. gloves, exam gowns/shorts, table paper, dressing supplies, etc.); Empty bio-hazard containers/bags as needed to assure safety and OSHA compliance; clean exam tables and change pillowcases after each patient use
• Respond to overhead pages for a nurse/provider regarding hospital patients
• Retrieve incoming supplies from Shipping and Receiving and restock supply room in a timely manner
• Monitor the providers’ schedules throughout the day for smooth flow; enter physicians start and finish time on the dashboard for each clinic session
• Secure sample and injection cabinets at the end of each day
• Dispose of any open food or liquids at the end of each day

DME Essential Duties and Responsibilities
• Orders DME supplies in a responsible fiscal manner.
• Provides accurate record keeping of supplies to make sure supplies are appropriately billed and ordered when needed.
• Maintains appropriate par levels of supplies in the clinic so supplies are available but not overstocked.
• Provides accurate fitting when applying products to patients with DME supplies while educating the patient with appropriate guidelines regarding the item.
• Assists in the evaluation of new DME products and inventory lines with respect to quality, cost, reimbursement and patient satisfaction
• Works with other entities to make sure we are in compliance with DME accreditation and insurance regulations.
• Educates patients in the appropriate care of the item, clinical team regarding new products, and insurance staff regarding billing guidelines.
• Validates preauthorization of items with insurance companies
• Develops guidelines by payor regarding reimbursement of the DME products
• Responsible for keeping abreast of all current rules and changes for DME coverage for all insurances that the OV contracts with. This also includes understanding which diagnosis codes are required in order to get paid for DME (medical necessity rules).

Cast Tech Essential Duties and Responsibilities:
• Prepares patients for application and removal of casts and splints.
• Applies and removes casts and splints following established procedures for patient care and safety.

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• Teaches patients and/or family members proper cast and splint care.
• Assist primary Cast Tech with Maintaining cast rooms’ stock and equipment.

Secondary Duties and Responsibilities
• Perform related work as required.
• Assist with projects as directed by the Lead DME Coordinator and/or Clinical Team Leader.
• Attend Department and Team meetings as required.
• Attend OV Continuing Education classes as required.

Practice Duties and Responsibilities:
• Always be open for ways to make OV more efficient; a better environment for everyone
• Treat patients, their families, visitors, team members, management and physicians with respect and dignity
• Maintain a clean and safe working environment; work stations should be organized and free from clutter

Physical Demands:
• Ability to bend over or reach above head
• Ability to push or pull
• Ability to kneel, squat, crawl, climb or twist
• Ability to sit or stand for long periods of time
• Ability to lift up to 50 pounds
• Ability to react quickly to emergency situations

Performance Requirements:
• Knowledge of correct anatomical positioning and necessary precautions for applying casts and DME products.
• Knowledge of DME products and insurance coding and billing requirements
• Customer service skills
• Ability to communicate effectively, both verbally and in writing.
• Ability to work independently in most instances but willing to work with others as needed.
• Proficient computer and typing skills.
• Proficient interpersonal skills.
• Skill in establishing and maintaining effective working relationships with patients, medical staff, payers and team members.
• Strong desire to work with the public.

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Education: Certificate of completion from an accredited Medical Assistant program

Experience: Some medical office experience preferred. Experience with fitting and billing of DME products preferred. Experience with casting and splinting also preferred.

Certificate/License: Registration or certification required

Disclaimer: The above statements are intended to describe the general nature and level of work performed in this position. Additional duties and responsibilities may be assigned as needed.