



Inservice

To: Cecilia Ojeda- Lead MA
Fr: Enna Gonzalez- Office Manager
RE: Position expectations
3/12/2020

Lead MA Job Duties/Expectations: To accomplish this job successfully, you are expected to perform, with or without reasonable accommodation, each essential function of position duties satisfactorily. The following is a detailed list of job duties related to the Lead MA position.

- Assist in facilitation and coordination of back office clinical duties.
- Provide clinical staff support and assist with training new clinical staff.
- Oversee activities of the clinic and clinical team members to ensure compassionate, effective and efficient delivery of high-quality clinical care.
- Promote a positive work environment for all staff.
- Maintain and monitor adequate clinical supplies including monthly supply request.
- Comply and adhere to office policies and procedures.
- Complete job duties delegated by your direct supervisor. Report all noncompliance of clinical staff or clinical issues as well as provide proper documentation in a timely manner.
- Assist clinical staff and providers with maintaining patient flow to ensure patients are seen timely and efficiently.
- Assist clinical staff and providers as needed by returning patient calls and completing provider orders such as medication refills, scheduling referral and/or specialist appointments as well as ensuring testing or procedures ordered are completed in a timely attainable manner.
- Maintain licenses and certification of CMA or RMA, and CPR without lapse in credentials.
- Perform all listed job functions and all other duties assigned with minimal supervision and conflict.

Concerns:

Current and reasonable concerns are not adhering to and complying to office protocols. Lack of promotion in fostering a positive work environment for clinical and office staff. Failure to report issues to direct supervisor. Not completing assigned duties in a timely and efficient manner.

Action Plan:

Cecilia will be provided resources to assist with improvement of job duties as well as coaching from direct supervisor. Daily activities will be monitored until job performance is satisfactory. This must be attained within a 30-day time frame. Provide support as needed on how to properly address issues to promote a positive work environment. Office policies and procedures are required to be adhered to in order to maintain current position title. Failure to meet job duties can and will result in immediate loss of position title including benefits associated with management role ie PTO accrual (income will not be affected). Obtain and maintain MA certification by no later than 3/31/2020. NO EXCEPTIONS NO FURTHER EXTENSIONS

Cecilia Ojeda, MA

Date _____

Enna Gonzalez, Office Manager

Date _____