

Career Posting – Medical Office Assistant

The Community

AppHealthCare serves the vibrant communities of Alleghany, Ashe, and Watauga Counties nestled in the beautiful Blue Ridge Mountains in Northwestern North Carolina. Take a quick look around and witness the many expressions of community pride and southern hospitality – a smile from someone walking downtown, a thriving culinary scene, and plenty of outdoor adventure. We experience the beauty of four seasons from white fluffy snow to colorful fall foliage. There is simply something special about these mountains and quaint small-town feels – come see for yourself!

Caring for Our Community

We are a local public health department and health center focused and committed to improving our communities' health and well-being through compassionate, high-quality care. We have about 120 full/part-time employees and about 10 contract employees. We are governed by two boards that provide strategic direction and oversight of agency functions. We have received numerous awards and distinctions for the care we provide and have recently achieved accreditation with honors. We are committed to caring for our community and providing excellent customer service.

Position:	Medical Office Assistant
Position #:	405-53-908
Salary Grade:	65
Salary Range:	\$38,208 - \$60,384 Salary based on qualifications and experience
Location:	Watauga Health Center, 126 Poplar Grove Connector, Boone NC 28607
Hours:	Full-time, typically Monday - Friday, 8 am - 4:45 pm, with the expectation and flexibility to work a rotating schedule to cover the expanded hours shifts from 4 pm - 8 pm at our Ashe Health Center as needed. Potential to work outside normal hours for client needs, special events, or public health emergencies.
Closing Date:	Until Filled
Job Summary:	This position serves as a clinical medical office assistant at the Watauga County office of AppHealthCare. This position will fill a critical role by providing support in AppHealthCare's clinical service programs. The selected employee will report to the Medical Assistant Supervisor. The employee will verify patient information by interviewing the patient,

recording medical history, and confirming the purpose of the visit. Prepare patients for examination by performing vital signs, height, weight, vision, and hearing screenings; assist nurses and physicians in the clinic with standard assignments such as patient interviews, form preparation, data entry, patient exams, specimen collection, and standard care procedures. Perform laboratory functions such as waived and moderately complex testing, finger sticks, and venipuncture; prepare specimens for microscopic viewing and/or transport to an outside lab.

Major Duties & Responsibilities:

- Collect vital signs, height and weight, vision, and hearing (when applicable) on all patients served by AppHealthCare, regardless of program assignment.
- Provide support for the Adult Health Clinic by interviewing patients and preparing them for the office visit with the provider (FNP or MD). Document findings according to agency policies in EMR, narrative, etc.
- Assist providers and RNs with exams, and procedures such as setup with appropriate instruments, equipment, and supplies.
- Triage primary care patient calls and assist patients with appointment and medication refill needs by assigning to other appropriate clinical staff.
- Contact patients with provider follow-up recommendations and lab results.
- Clean exam rooms in between patients to remove used items and prepare for the next patient according to proper infection control protocol. Keep the exam room stocked with supplies that are in good date and condition that pertain to all health department programs.
- Assist nursing and provider staff in obtaining and performing standard lab tests provided by this agency, both in-house and reference laboratories.
- Collection and/or preparation of specimens for testing.
- Complete all training requirements to perform lab tests and use equipment. Maintain laboratory competency requirements to perform CLIA-waived and moderately complex test procedures by completing quarterly testing records.
- Responsible for accurately performing all test procedures assigned, and documenting lab results in EMR correctly without error.
- Routinely maintain and check all laboratory equipment to ensure that they produce accurate and controlled testing results. Keep complete equipment and instrument records of function checks, routine maintenance, and repairs.
- Maintain testing records of laboratory test orders and tracking result reports.
- Maintain record of labs ordered each day to ensure all lab results have been received in a timely manner, and assigned to the appropriate provider or nurse.
- Follows guidelines for employee and patient safety set forth by AppHealthCare Exposure Control Plan, Medical Waste Management Program, and OSHA's Chemical Hygiene Plan. Agrees to participate in initial in-service at the time of employment and thereafter as deemed necessary by the Medical

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Assistant Supervisor and Lab Manager. Documentation and participation in such in-services are mandatory by law and are required for continued employment.

Knowledge, Skills & Abilities

- Knowledge of the principles and practices of patient care and techniques of infection control.
- Knowledge of common health and safety precautions while working in local health departments or clinical practice settings.
- Ability to work with staff and patients, under supervision, as set up by departmental policies.
- Ability to maintain patient records by documenting patient examination, medications, history, treatment, and lab results accurately.
- Ability to maintain patient confidence, and use sound judgment and empathy in relation with patients.
- Ability to follow oral and written instructions.
- Ability to adhere to professional standards, policies, and procedures set forth by state, and local requirements.
- Ability to demonstrate competency in clinical skills required.

Minimum Education & Experience

High school or General Educational Development diploma, completion of a one-year formal training course in medical office assisting at a community college or technical institute; or High school or General Educational Development diploma and a combination of one year of clerical and health/dental related experience; or an equivalent combination of education and experience.

How to Apply

Complete an [NC State Government Application for Employment \(PD-107\)](#). The application is located on the NC Office of State Human Resources website. The application can be completed in hard copy or electronically.

A completed state application, including cover letters and resumes/CVs, should be sent to Human Resources by email to careers@apphealth.com or dropped off in person at the AppHealthCare Alleghany Health Center at 157 Health Services Road in Sparta, NC.

Benefits

We offer a variety of paid and voluntary employee benefits including retirement plans, health insurance, life insurance, paid parental leave and annual and sick leave, and more. For more information about benefits, [visit our website](#).

AppHealthCare recruits team members who share our values of Integrity, Drive, Resilience, Service, and Community and actively support the overall public health mission of the agency.

AppHealthCare is committed to providing equal employment opportunity (EEO) to all persons. All recruitment and selection activities will be administered according to EEO

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principles, with the goal of having a diverse workforce that reflects the population of the communities the District serves.
AppHealthCare is a recovery-friendly workplace.

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