

## Job Title: Medical Assistant

Location: Litchfield County, CT

Position: Full-Time Salary

*Please send a resume to [Accounts@AltorelliHealth.com](mailto:Accounts@AltorelliHealth.com) to apply*

At Altorelli Health, we believe that the health of our population depends on the time and focus given to each patient by a compassionate and dedicated diverse primary health care team. Our team is centered on providing the tools, education and support necessary to make healthy living an integrated part of our patient's lifestyle. Our mission is to provide personalized healthcare that engages patients by incorporating the compassion and patient centered dedication once revered in the medical industry and integrating modern tools and service models.

Our organization is undergoing rapid change and growth to help us continue to deliver the kind of medicine our patients have come to value over the last 30 years. We are looking for passionate individuals to join our team and help us achieve our mission. Medical Assistants are responsible for the coordination of patient care within our practice. At Altorelli Health we believe in supporting opportunities for growth within the organization. The Medical Assistant will be placed in our Health Coach Program with the objective of having them grow into a larger role over time. Candidates should be interested in growing, learning and taking on a larger role in the healthcare of our patient population.

Reporting to the Medical Manager, Medical Assistants will have specific clinical and operational responsibilities:

### **CLINICAL**

- Facilitate our Best Care Management practices by identifying and preparing the resources needed for patient visits
- Check-in and Prep Patient for examination:
  - *Greet patients and families in reception and guide them through the registration process*
  - *Bring patients back to rooms and take vitals, history and establish an agenda for the visit*
  - *Perform medication reconciliation*
  - *Close out visit: Discuss educational materials and provide continuity of care*
- Identify opportunities for improvement in support of our population health management effort
- Help to manage and improve Health Maintenance compliance
- Learn to help patients establish and accomplish set health goals
- Learn and utilize Motivational Interviewing techniques to help patients achieve health goals
- Must be open to learn, grow and take on more responsibilities as you progress to a Health Coach

### **OPERATIONAL**

- Help patient's setup and instruct them on the use of our EHR health portal to pay bills, review their health information and schedule upcoming appointments online
- Help to execute all elements of the Altorelli Health Program
- Participate broadly in the daily operations of a primary care practice, such as: answering incoming phone calls, assisting with front desk inquiries and ensuring general upkeep of the clinical space
- Provide patient continuity of care:
  - *Obtain prior authorizations when needed for patient procedures, services, or medications*
  - *Scheduling any laboratory, specialist or other tests required for the patient*
  - *Ensure data and test results are transferred seamlessly*
- Leverage our Electronic Health Record system to accomplish tasks
- Must be willing to assist as needed to support the practice's transition to Electronic Health Records.

### **Position Qualifications:**

- Must be self-motivated

- Must have some experience in a service environment
- Must have exceptional interpersonal communication skills and listening abilities
- Must be compassionate, kind, and open-minded
- Must have some positive past teamwork experience
- Strong aptitude with an EHR or other data systems is a must
- Some clinical experience is a plus, such as EMT, MA, CNA, LPN
- A Background in motivational interviewing is a plus