



## Orthopaedic Specialists of Dallas

Sports Medicine / Joint Replacement / Hand Surgery / Podiatry  
Shoulder Surgery / Pediatric Orthopaedics / Physical Therapy

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**Description:** Medical Assistant

**Lead Medical Assistant Job Purpose:** The Lead Medical Assistant works under the Operations Manager to assist with maintaining efficient patient flow and quality care during clinic hours. The position works with all Physicians, Physician Assistants, and Medical Assistants to provide comprehensive care in a non-judgmental manner. This position assists also with training new and existing staff.

**Reports to:** Operations Manager

### **Lead Medical Assistant Job Duties and Responsibilities:**

- Assist in the supervision of work and performance of clinical medical assistants and other support staff, as instructed.
- Oversee and train new and existing staff along with the clinic manager
- Verifies patient information by interviewing patients; recording medical history in the EMR system; confirming purpose of visit.
- Prepares patients for examination by performing preliminary physical tests; taking blood pressure, weight, and temperature; reporting patient history summary.
- Saves physicians time by helping take the history of the patient; preparing injections, ultrasound and casting.
- Secures patient information and maintains patient confidence by completing and safeguarding medical records; keeping patient information confidential.
- Counsels patients by transmitting physician's orders and questions about their visits and surgery.
- Schedules surgeries, if needed, by making arrangements with the surgery scheduler; verifying place and times with patients and ensuring process is completed.
- Maintains safe, secure, and a healthy work environment by establishing and following standards and procedures; complying with legal regulations.
- Keeps supplies ready by doing a regular inventory of stock; placing orders; verifying receipt.
- Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
- Updates job knowledge by participating in educational opportunities; reading professional publications.
- Serves and protects the orthopaedic practice by adhering to professional standards, policies and procedures, federal, state, and local requirements.

- Enhances practice reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Performing X-rays as directed (if NCT)
- Maintaining and following protocol for DME products and Injectables; ensuring that money is not lost by giving away these items without pre-authorization or documentation.
- Answering messages and tasks in a timely manner; refilling prescriptions when ordered by physicians.
- Maintaining Professionalism at all times
- Help to streamline processes in the back office to formulate teamwork and better communication channels.
- Answering phone calls when not in clinic

**Skills/Qualifications:** MA Certification REQUIRED; Supply Management, Verbal Communication, Infection Control, Creating a Safe, Effective Environment, Organization, HIPAA, Scheduling, Professionalism, Customer Focus, Confidentiality, Bedside Manner, Teamwork.

Signature: \_\_\_\_\_