



Reddy Medical Group
D/B/A **Reddy Urgent Care**

REDDY MEDICAL GROUP
TEAM LEAD JOB DESCRIPTION

Job Title: Team Lead

Supervisory Responsibility: Moderate
Reports To: Immediate Supervisor

Job Purpose: Perform routine administrative and patient care supportive duties in a Health System medical practice to assist medical and /or nursing staff in the examination and treatment of the patients and to ensure office runs smoothly, documentation, certificates, manuals are current, assist administration with employee questions, concerns and after hour call.

Goals: Communication between staff, administration, and follow up.

Job Description and Duties:

1. Make sure the patient flow is optimal with least waiting time with providers, lab, radiology, and other ancillary services.
2. Contact supervisor if any of the following occur, but not limited to:
 - a. Sick employee/provider (lead MA will be responsible for coverage in case of a schedule change or conflict).
 - b. Any reason to close the office.
 - c. Computer Issues, including, Desktops, Laptops, X-ray Equipment
 - d. Issue with patient that leads to violence and/or harm
 - e. Issue with a difficult patient
 - f. Issue with daily close and/or money
3. Monitor to ensure the following are being completed timely:
 - a. Follow-up calls from Urgent Care Visits and PCP Letters
 - b. Autoclave Maintenance Logged
 - c. Equipment Cleaning Logged
 - d. Ortho/Splints Logged
 - e. Daily Stocking/Cleaning
4. Complete Monthly Quality Assurance Manual
5. Document and report any issues or complaints involving patient care, work flow, staffing, equipment, in-house pharmacy
6. Duties and Responsibilities are in combination with Medical Assistant and/or Front Office Job descriptions.
7. Available for call rotation to assist staff with after hour questions, equipment issues and concerns.
8. Mentor new staff coming on board

Education: Graduation from accredited medical assistant program and proof of high school or GED graduation.

Experience: At least two years experience.

Degrees/Licensure/Certification: Certification from The American Association of Medical Assistants or other certifying bodies.

Knowledge/Skills/Abilities:

1. Good customer service skills with patient and staff.
2. Ability to understand and follow oral and written instruction.
3. Ability to lift heavy objects and transport stretcher and wheelchair patients.
4. Working knowledge of sterile techniques and special procedures that are applicable to work performed.
5. Working knowledge of procedures and techniques involved in administering routine and special treatments to patients.
6. Working knowledge of sanitation, personal hygiene, and basic health and safety precautions applicable for work in a clinic setting.
7. Working knowledge of infection control procedures and safety precautions.
8. Age specific competences.
9. Daily clinic preparation process; registration, scheduling, charge posting, and order entry.
10. Able to document and communicate pertinent information.
11. Ability to establish and maintain effective working relationships with patients and clinic staff.
12. Ability to count, document and complete end of month QA reports.

You Must Be Proficient in All Duties by the End of the 90 Day Probationary Period and also Maintain Proficiency throughout Term of Employment.

Job descriptions are based on Reddy Medical Group, LLC standard operating procedures. Although each employee is hired under a specified job description and location, this does not exclude him/her from Having working knowledge of other areas of the office and or locations.

. Duties, responsibilities and activities may change at any time with or without notice at the discretion of management.

IT IS THE RESPONSIBILITY OF ALL PERSONNEL TO PROVIDE FOR PATIENT COMFORT AND EFFICIENT OPERATION OF THE OFFICE