

Medical Support Assistant

Euola, as a small business, is seeking qualified Medical Support Assistant to support Veterans Administration (VHA). This is a great opportunity to support those who have served in our nation's military, their families, caregivers, and survivors.

Locations: Various locations across the United States

Hours: TBD based on location

Duties and Responsibilities

- Scheduling, appointments in accordance with VHA National Scheduling guidelines
- Assist patients with information to resolve complaints.
- Answer phones and relay messages to appropriate staff.
- Accurately interpreting, verifying, and disposition of provider orders in accordance with VHA Policies, and Guidelines.
- Faxing and requesting medical records from providers and Non-VA Healthcare Institutions.
- Responsible for scheduling appointments across multiple clinics and specialists utilizing a variety of appointment modalities (i.e., face to face, telephone, Video Telehealth, and Direct scheduling.).

Job Requirements

- Must have a High School Diploma or GED.
- Minimum of 1 year experience as Medical Assistant.
- Subject to background/security investigation
- Participation in the Coronavirus Disease 2019 (COVID-19) vaccination program is a requirement for all Veterans Health Administration Health Care Personnel (HCP).
- Strong working knowledge of Human Resource Information Systems and Microsoft products (including Excel, Word, PowerPoint, and Outlook)
- Ability to meet, communicate, and interact with individuals in a courteous and helpful manner to provide instructions and arrange appointments.
- Knowledge of basic medical terminology to record patient message and physician requests pertaining to follow up medical care.