

MEDICAL ASSISTANT/FRONT DESK SHADOWING

During your shadowing session, you will spend time observing operations at both the front desk and at the MA/nurses station. Your overarching goal should be to get a feel for what each of the following processes entails. By the end of the session, you should aim to be able to do all of the numbered items listed below.

FRONT DESK

1. Describe how to:
 - ☐ Register/check in a patient - new and established
 - ☐ Verify insurance
 - ☐ Start a Medi-cal “gateway” application for a new patient
2. Use an Orange scheduling sheet to find and make a next appointment for a patient

MA

1. Summarize the process for patient rooming from start to finish
2. Demonstrate the following skills for at least one infant (0-12 months), one toddler/preschooler (1-3 years) and one older child:

Measure and document in OCHIN Epic

- ☐ Weight
- ☐ OFC
- ☐ Length
- ☐ BP
- ☐ O2 sat/HR

Perform the following screening tests and document in OCHIN Epic

- ☐ Vision
- ☐ Hearing
- ☐ Hemoglobin
- ☐ Lead

REFLECTION

Describe something you might change in your own practice/ approach to working with clinic staff based on your observations of BOC and MA workflow.

OR

Describe an opportunity for systems-level improvement based on your observations of BOC and/or MA workflow.