

Certified Medical Assistant (CMA)

American Indian Health Service of Chicago, Inc. (AIHSC) is a federally qualified health center (FQHC) dedicated to providing comprehensive primary care, behavioral health services, case management, and community health education to the Native American community and other underserved populations of Chicago. Our mission is to improve the health and wellness of our community through accessible, high-quality, and culturally appropriate healthcare services.

We are committed to fostering a diverse and inclusive workplace that reflects the communities we serve. We encourage applications from individuals of all backgrounds, particularly those with ties to Native American communities.

Position Overview

American Indian Health Service of Chicago, Inc. (AIHSC) is seeking a dedicated, compassionate, and experienced Certified Medical Assistant (CMA) to join our team. AIHSC is an urban health center committed to providing comprehensive, culturally sensitive healthcare services to the Native American community and surrounding neighborhoods in Chicago. This full-time position offers the opportunity to make a meaningful impact on the lives of our patients while working in a supportive and mission-driven environment.

Key Duties and Responsibilities

- **Assist Healthcare Professionals:** Support patient examinations, procedures, and treatments to help ensure safe, efficient, and high-quality care delivery. Assist healthcare providers during patient examinations and medical procedures.
- Assist providers with Pap smears; this is mandatory.
- Collect comprehensive medical histories and document patient information accurately in the Electronic Health Record (EHR) system.
- **Vital Signs Monitoring:** Record vital signs, including blood pressure, temperature, pulse, respiration, height, and weight.
- Must have experience working with pediatric patients, including infants.
- **Medication Administration:** Administer medications and immunizations as ordered by providers. Prepare and set up procedure trays and examination rooms.
- **Emergency Response:** Perform basic life-support measures in emergency situations, as needed.

Laboratory Tasks

- **Blood Draws:** Ability to perform blood draws is very important.
- Conduct basic laboratory tests, such as urine dipsticks, blood glucose monitoring, and other related duties. Dispose of contaminated waste according to OSHA and infection-control standards.
- **Laboratory Results Follow-Up:** Contact patients regarding normal or provider-approved laboratory results using approved communication methods. Contact patients regarding abnormal laboratory results only after receiving specific provider instructions. Document all patient outreach, notification, and follow-up in the EHR.
- **Diagnostic Preparation:** Prepare patients for EKGs and other diagnostic procedures, ensuring comfort and safety.
- **Administrative Support:** Manage patient records and provide general administrative assistance to maintain efficient operations.
- **Facility Maintenance:** Ensure examination rooms and medical equipment are clean, organized, and ready for use.
- **Patient Education:** Educate patients on self-care techniques and medication instructions to promote health and adherence.
- **Confidentiality:** Adhere to all safety protocols and always maintain strict patient confidentiality.

Experience and Qualifications

- Previous experience as a Certified Medical Assistant (CMA) is required. AIHSC is seeking an experienced, certified CMA who can provide safe, efficient, and patient-centered clinical support.
- Proficiency in phlebotomy and blood draws is highly valued.
- Proficiency in medical terminology and anatomy is required.
- Ability to prepare monthly medical reports is required.
- Familiarity with coding systems, including ICD-10 and CPT, for accurate documentation and billing is essential.
- Ability to perform medication administration under the supervision of healthcare providers.
- Knowledge of nebulizer treatment and inhalation techniques for administering respiratory medications is mandatory.
- Excellent interpersonal and communication skills with diverse patient populations.

- Experience in a community health center or urban health setting is preferred.

Physical Requirements

- Ability to stand and walk for extended periods throughout the workday.
- Ability to lift and carry up to 25 pounds.
- Manual dexterity for performing clinical procedures and using medical equipment.
- Visual acuity for reading medical charts and operating computer systems.
- Ability to bend, stoop, and reach as needed for patient-care activities.

Required Skills and Qualifications

- High school diploma or GED equivalent.
- Graduate of an accredited Medical Assistant program.
- Current Certified Medical Assistant (CMA) credential required. Current CCMA, RMA, or NCMA certification is accepted as an equivalent national credential.
- Current CPR/BLS certification through the American Heart Association or American Red Cross required.
- At least two years of experience working as a Certified Medical Assistant in a clinical healthcare setting required; two to five years of experience preferred.
- Proficiency with Electronic Health Record (EHR) systems; experience with Athena EHR preferred.
- Strong computer skills, including Microsoft Office Suite (Word and Excel) or Google Workspace.
- Excellent interpersonal and communication skills with diverse patient populations.
- Ability to maintain strict patient confidentiality and HIPAA compliance.
- Ability to multitask and manage multiple priorities in a fast-paced environment.
- High degrees of responsibility, discretion, and integrity.
- Strong organizational skills and attention to detail.

Compensation and Application

We offer competitive pay based on experience. If you are a dedicated, experienced Certified Medical Assistant looking to make a difference in patients' lives, we encourage you to apply.

For questions or to apply, please contact **Sharon H** at sholt@aihschgo.org and submit a copy of your resume.