



## **MA Flow Duties**

### **The Morning Shift**

1. Does the fridge and freezer Temps
2. Unlocks the cabinets (where we store syringes and meds)
3. Does the controls
4. Gets TV ready for Huddle
5. Starts looking at the schedule and making any changes needed if a provider calls in
6. Helps make confirmation calls when possible
7. Does the morning huddle with announcements for the team
8. Goes around with the Nurse, patient navigator, BH and pharmacy student etc. to providers to get list of patients that may need other resources
9. May help MA4 start rooming patients if we have many waiting
10. During the shift, the flow is the person directing the "traffic", informing Ma's which rooms are available, informing providers what room their next patient is in, usually helps the nurses room the patients on their schedule.
11. Directs other staff like patient navigator, BH, referrals, HIC where patient is located if they will be seeing the patient
12. They handle the schedule so if a patient needs to be moved or added to someone else's schedule for example a warm handoff they add them to their schedule.
13. They call the patients that No show to appointments
14. They check all the procedures at the end of the shift
15. They enter vaccines for the MA's
16. They enter medication lot numbers when administered by providers
17. They print labs, x-rays, information for MA's to help keep the flow going
18. They enter UA dips, HCG's and all other in-house procedures
19. They are answering phone calls.
20. They room for the nurse if the nurse is busy
21. They print out immunization records for walk in patients that want a copy
22. If there is a CHADIS that is done they put in the report of the CHADIS into pts progress note

### **The Afternoon Shift**

Does everything excluding items 1-4