

Company: ARCx

Role: Medical Assistant, Cardiology (MA)

Location: Columbia, Maryland, with some remote flexibility

Company

At ARCx, we're transforming cardiovascular care, reducing barriers to access, and alleviating clinician burnout—all while enabling cross functional teams to deliver top-notch care virtually. Founded by industry leaders in 2022, ARCx focuses on managing low-acuity cardiovascular disease through Telehealth, streamlined workflows, and a virtual workforce. ARCx supports cardiology providers nationwide, by being an extension of their practices, offering patients faster access to quality care and helping clinicians optimize their in person and administrative workloads.

As an MA at ARCx, you'll be part of something new, exciting, and impactful. You'll work in a hybrid setting, providing care to our client's cardiovascular patients while collaborating closely with our NPs and patients' cardiologists and clinical teams. This is an opportunity to reshape how cardiovascular care is delivered with nationally recognized cardiology providers, making a real difference in patient outcomes while enjoying the flexibility and work-life balance that hybrid work offers. With our renowned health system and cardiology practice clients, you'll have the opportunity to grow your skills and be part of something new, exciting, and transformative.

If you're passionate about delivering excellent patient care and want to be part of a team that's making waves in the healthcare space, ARCx is the place for you!

Opportunity for Impact

We are seeking dedicated MAs to join our growing team at ARCx. In this role, you will provide virtual cardiovascular support to our NPs, cardiologists and patients. You will collaborate with multidisciplinary teams to deliver high-quality, personalized care to patients, ensuring seamless coordination of care, top-of-license service, and optimal patient outcomes. You will be at the forefront of transforming cardiovascular care care models for our clients, through telehealth.

A Clinical Specialist MA is responsible for assisting our Virtual NP and Cardiologists in providing care to their patients in the virtual medicine practice, across multiple geographies and offices, to assure high-quality care, care coordination within office clinicians and staff, and efficient service to patients.

Primary Duties and Responsibilities

1. Reviews patients scheduled with Connected Care NP to verify they are appropriately scheduled for Telehealth visit and that all prior visit tasks have been completed by the patient before the appointment date. Communicates with patients about rescheduling needs.

2. Completes pre-visit tasks for patient appointments by doing Telehealth with NP prior to the visit. For patients, this includes completing the ambulatory intake form, confirming home medications, and ensuring adequate audio-visual capabilities. Place any orders needed for upcoming visits or future testing at the request of the NP. Updates visit status in IDX. For “no-show” patients, will send a message to the patient in the portal documenting attempts made to reach them for the appointment.
3. Completes post-visit tasks for patient Telehealth appointments with NP including sending requests to office staff for support in obtaining medical records/prior authorization/scheduling of cardiac tests or visits with cardiologists. Sends ambulatory care summaries to patients after appointments are completed via the portal. If the patient is not on the portal, will message office staff to mail these to the patient.
4. Triage and responds to messages in the pool.
5. Screens Cardiologist and NP messages in their personal inbox and triages as needed.
6. Sends clinical messages directly to the NP for medical advice or to clarify the plan. If the Connected Care NP is not available, contact the patient's primary cardiologist for input.
7. Schedules same-day/next-day appointments for CC NP. Documents all patient-attempted and completed communication in the medical record.
8. Reviews patient charts to obtain needed information to ensure patient data is complete for provider review.
9. Proposes lab testing and cardiac testing orders to connected care NP for signature.

Required for All Jobs

- Performs all other duties as assigned.
- Complies with all standards and policies.
- Utilize all organizational resources effectively and efficiently.
- Where applicable, refer to the competency validation documents for populations(s) served.

Education Level

- High School diploma or GED required.

Work Experience

- Completion of an accredited medical assistance certification program, additional clinical qualifications would be appropriate in certain use cases and would be specified in relevant job descriptions.
- Preferred, not required, experience in virtual medicine and working with a virtual workforce.
- Preferred, not required, experience in cardiology.

Knowledge, Skills, and Ability

- Ability to communicate clearly, effectively, and with courtesy with patients, clinical and administrative team members, and physician staff. Fundamental computer skills are needed but platform-specific training will be provided. Will receive training and must be able to incorporate fundamental aspects of the clinical organization including clinical operational workflows and patient confidentiality.

- Ability to work independently, especially if engaged in a work-from-home arrangement, independent ability to maintain network security, technical troubleshooting, connectivity, and reliable hardware would be required.

Licenses and Certifications

- Completion of an accredited medical assistance certification program.

Additional Licenses and Certifications**Why you'll love working here**

- Partial remote/work from home structure: 1 remote day per week and 4 days in office.
- Competitive compensation package with comprehensive benefits, including medical, dental, and vision insurance.
- Opportunity to play a pivotal role in building a new paradigm of care delivery.
- Paid time off.
- Retirement plan.
- Engage in a dynamic and innovative work environment focused on leveraging technology to improve patient outcomes.
- Be a part of a mission-driven company revolutionizing cardiovascular care.