



Medical Assistant, All Clinics

At Hopemark Health, our mission is to address the growing need for effective and personalized mental healthcare through novel therapies such as IV Ketamine, Spravato, dTMS and Ketamine assisted psychotherapy. We began our journey as the first psychiatric-led Ketamine clinic in Chicago and have administered over 5000 Ketamine treatments since then. Our clinics offer a best-in-class patient experience that is rooted in evidence-based psychiatric and psychotherapy-led treatments. We are a group of passionate healthcare providers and mental health advocates looking to grow our team and further our mission across the Chicagoland area.

We believe in the power of integrated mental healthcare, the importance of independence, compassion, and accountability in the workplace, and in a community that prioritizes their mental health. You will be a part of a fast-growing industry focused on utilizing the best and most advanced treatments for those in need. If you are looking to expand your career in the mental health industry while improving the lives of those in your community, we are looking for you.

SUMMARY

The Medical Assistant is responsible for supporting the Providers with clinical care execution as well as monitoring Spravato and assisting patients.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Creating a supportive environment for our patients
- Verifies patient information by interviewing patient; records medical history and confirms the purpose of the visit
- RX Refills – handle refills for non-controlled medications per Provider’s or practice protocol. Setup RX drafts for Provider review/signature within EMR for controlled medications.
- Prior Authorization completion for prescribed medications (CoverMyMeds.com)
- Cognitive testing administration (send links via Creyos), follow-up and track progress/completion and upload results to EMR
- Pharmacogenetic testing sample collection, follow-up/tracking status and upload results to EMR
- Obtain ROIs as needed
- Obtain outside medical records as needed
- Drafting letters/paperwork requested by patients and send to Provider for review/signature
- Screen EMR tasks/portal messages for Providers and task to appropriate staff member or complete/respond if appropriate
- Patient callbacks in coordinator with Providers
- Obtain urine drug screens or vital signs when requested for in-person visits. Manages Caretaker system for Vitals.
- Administer or follow-up on PROMs (Patient Reported Outcome Measures i.e., rating scales)
- Must be able to explain TMS process and procedures to patients (for MA’s that will also be administering Deep TMS treatments, a separate job description will be reviewed and signed for those requirements in addition to this MA job description)
- Completes COVID screenings per protocol



- Recording session notes including number of treatments, treatment parameters, and patient response
- May have to cover the front desk at times, verify insurance eligibility and collect patient payments
- Maintaining consents and other documents in the electronic medical records system
- Supporting documents maintenance in other novel treatments working with our nursing/paramedic staff
- Assists patients to washroom or to their transportation when necessary
- Stocks supplies, cleans rooms and prepares for next patient

SPRAVATO DUTIES

- Managing Provider and MA schedules related to Spravato treatments
- Monitoring prior authorizations for new and active patients
- Assist Director of Nursing with medication ordering from local pharmacies
- Maintaining compliance with REMS, DEA, Med log audits
- Auditing Spravato charts per protocol
- Assisting with Spravato consults as needed and all paperwork for Spravato enrollment/approval
- Providing a safe and therapeutic environment for daily Spravato treatment sessions
- Assisting and monitoring patients during Spravato treatment sessions
- Assisting Office Manager with scheduling Spravato treatment plans for patients

KNOWLEDGE/SKILLS/ABILITIES

- Able to demonstrate technological proficiency, documentation in electronic health recordkeeping, and navigation of Microsoft Office Suite
- Schedules patients in EMR
- Answers phones and returns patient phone calls as needed
- Following program guidelines for administration of psychiatric scales and documenting
- Exceptional verbal and written communication
- Ability to reassure and soothe patients
- Demonstrate the ability to maintain impeccable confidentiality
- Ability to cross training in our other novel therapies as needed working with our nursing/paramedic staff.

EDUCATION AND/OR EXPERIENCE

- Associate degree preferred
- Experience in behavioral health

CERTIFICATES, LICENSES, REGISTRATIONS

MA certification preferred

Job Types: Full-time, Part-time

Salary: \$18.00 - \$22.00 per hour

Expected hours: No more than 40 per week

Benefits:

- 401(k) matching
- Dental insurance



- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Medical specialties:

- Addiction Medicine
- Primary Care
- Psychiatry

Schedule:

- Monday to Friday

Work setting:

- Clinic
- Outpatient

Work Location: Travelling position between clinics

Job Type: Part-time

Salary: \$18.00 - \$22.00 per hour

Expected hours: 10-30 per week

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Medical specialties:

- Addiction Medicine
- Psychiatry

Schedule:

- 8 hour shift
- Monday to Friday
- Weekends as needed

Work setting:

- Clinic
- In-person
- Outpatient
- Private practice

Work Location: In person