

Exciting Opportunity for a Medical Assistant

We are launching a groundbreaking clinic that has the potential to revolutionize patient care, improve outcomes along with significant financial success. The Day Clinic is a pioneering ambulatory care model focused on transforming heart failure management by offering a clinic-based alternative to hospitalization. Our clinic culture is defined by one powerful word: compassion. We are building an environment where every action—from delivering evidence-based care to empowering patients and caregivers—aims to make a meaningful, positive difference in the lives we touch. This is a place where staff feel fulfillment, agency, and the satisfaction of leading transformative change in heart failure care.

We are seeking a Medical Assistant who thrives in a fast-paced, mission-driven environment and is energized by being both patient-facing and operationally engaged. This role blends traditional MA responsibilities with front-of-clinic coordination and requires comfort working at the intersection of clinical care, patient experience, and operations.

As the first face our patients see, you aren't just 'checking people in'—you are **central to the patient experience**. You'll bridge the gap between clinical excellence and world-class hospitality, ensuring that every person who walks through our doors feels seen, supported, and cared for from start to finish.

Key Responsibilities:

- Perform clinical intake activities including rooming patients, obtaining vitals, weight monitoring, medication reconciliation, and symptom screening specific to heart failure care.
- Prepare patients for evaluation and treatment by nurse practitioners and registered nurses, ensuring accurate, timely documentation in the EHR.
- Assist with clinic-based procedures, diagnostics, and treatments within scope of training (e.g., EKGs, point-of-care testing, phlebotomy if certified).
- Support care management activities by reinforcing care plans, patient education, discharge instructions, and follow-up coordination.
- Monitor patient status during visits and proactively escalate clinical concerns to licensed staff to support patient safety and quality outcomes.
- Facilitate clear communication among patients, caregivers, clinicians, hospitals, and referring providers to reduce friction and improve continuity of care.

- Maintain exam rooms, clinical supplies, and shared spaces, and actively participate in team huddles, problem-solving, and continuous process improvement.
- Support scheduling, registration readiness, insurance verification workflows, and real-time operational adjustments in partnership with the broader team.

Qualifications:

- High School diploma or equivalent required with CMA, RMA, or AAMA (through an approved/accredited organization) preferred.
- Prior experience as a Medical Assistant in an outpatient, ambulatory, or specialty care setting is preferred; cardiology or chronic disease experience is a plus.
- Strong patient-facing skills with a demonstrated ability to deliver empathetic, high-touch care.
- High attention to detail and comfort managing both clinical and operational responsibilities.
- Proficiency with electronic health records and medical office workflows.
- Excellent verbal and written communication skills.
- Ability to handle sensitive patient information with discretion and strict confidentiality.
- A proactive, team-first mindset with a willingness to step in wherever needed to support patients and colleagues.
- Located in or willing to relocate to the greater Washington DC / Baltimore area.

What We Offer:

- Salary range of \$37,500 to \$52,000.
- Health benefits, Employer matched 401(k), Paid Time Off, CME stipend.
- A collaborative and innovative work environment.
- Direct involvement in an innovative care model with meaningful patient impact.
- Opportunities for professional growth as the clinic scales.

If you are a highly motivated and forward-thinking individual with a passion for healthcare innovation, we would love to hear from you. Please email ryan@mydayclinic.com with your CV and a short note (<500 words) on why you'd be a fit for this job.