



# VA Northern California HEALTH CARE SYSTEM

## JOB FAIR

### We are hiring Medical Support Assistants (MSAs)

~Bring two forms of ID; Positions will be offered on the spot~

**December 18, 2021**

(9 am – 1pm)

10535 Hospital Way

Mather, CA 95655

Parking by Building T8, report to Canteen

**January 14, 2022**

(9am – 1pm)

10365 Old Placerville Road

Sacramento, CA 95827

**COVID-19 PROTOCOLS IN PLACE  
SCREENING WILL BE CONDUCTED PRIOR TO ENTERING THE BUILDING**

**Join the best mission in all of healthcare - taking care of Veterans.**

**Duty Locations:** McClellan Park, CA and Mather, CA

**Major Duties:** Ability to collaborate and communicate with a wide range of medical clinicians across multiple disciplines (e.g. medical doctors, nurse practitioners, physician assistants, psychologists, psychiatrists, social workers, clinical pharmacists, and nursing staff) to accomplish team goal setting to ensure medical care to patients is met. Ability to independently set priorities and organize work to meet deadlines, ensuring compliance with established processes, policies, and regulations Ability to communicate tactfully and effectively, (electronically, by phone, in person), and in writing with internal and external customers. This may include preparing reports in various formats and presenting data to various organizational levels, as well as resolving patient concerns.

The MSA is responsible for answering phones, greeting patients, relaying messages to appropriate staff inside or outside of the unit, scheduling appointments, including interpreting and verifying provider orders in accordance with VHA national scheduling guidelines. Assignments at this level include, but are not limited to: scheduling, canceling, re-scheduling patient appointments and/or consults; entering no-show information; monitoring appointment requests from multiple electronic sources; participating in huddles with other MSAs and/or clinic staff to determine the daily needs of the clinic, monitoring both inpatient and outpatient appointments in areas of responsibility; verifying and updating demographics and insurance information when patients check-in for appointments.

As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding.

Lenora Davis, HR Specialist [Lenora.davis@va.gov](mailto:Lenora.davis@va.gov)

*Equal Employment Opportunity Employer*