

**Community Health Alliance of Pasadena (ChapCare)
Job Description**

Title: Medical Assistant (MA)/Certified Medical Assistant
Department: Medical Department

Summary

The primary function of the MA/CMA is to provide direct and indirect support to the clinician in the delivery of patient care. The MA/CMA prepares the exam room, chart, and patient to be seen by the practitioner and performs/implements orders for diagnostic tests. S/he accurately administers medications, including immunizations by all routes except IV. The MA/CMA must function under the direct supervision of a physician, RN, or midlevel practitioner. The MA/CMA is expected to consult frequently with the supervising practitioner and to inform the clinician of the information given or actions taken.

Essential Duties and Responsibilities

- Performs data collection for assessment purposes under the direction of an RN or clinician.
- Prepares the exam room and work station for clinician; cleans and stocks rooms in between patients.
- Prepares the patient and assists the clinician with exams and procedures when needed.
- Administers injections and diagnostic tests/referrals as ordered, including immunizations, completing lab and x-ray requisitions, and other services ordered by the clinician.
- Documents all immunizations according to standards.
- Performs diagnostic and laboratory tests including, but not limited to, audiometry, EKG, spirometry, urine dips, acu-check, urine HCG, hemocue hemoglobin, etc. according to ChapCare competency standards.
- Performs age appropriate screening as needed or as directed by clinician.
- Performs end of shift tasks for room closure and equipment.
- Answers patient calls and routes messages to appropriate provider in EMR
- Appropriately documents patient information in EMR according to policies and procedures and training manuals.
- Answers calls from pharmacies, or responds to faxed requests from pharmacies and appropriately routes refill requests to providers
- Provides assistance to RN/LVN/providers in managing walk-in patients.
- Assures efficient patient flow by ongoing assessment of clinician schedule and working with other staff to minimize patient waiting time.
- Follows ChapCare standards for Universal Precautions when working with potentially infectious materials (blood or body fluids).
- Schedules patients appropriately.

- Works as part of a care team to coordinate and prioritize care for Population Management.
- Advises patients on options for referrals or immediate interventions, which include:
 - Immediate referrals for care
 - Same day appointments
 - Routine appointments
 - Patient education
 - Notify providers for follow-up care.
- Alerts designated person to needed supplies/equipment.
- Reports any safety hazards.
- Creates telephone encounters with patients from Population Management reports.
- Fosters an environment that promotes trust and cooperation among all staff of ChapCare.
- Enforces clinic policies and procedures to ensure that the principles of ChapCare are implemented.
- Maintains confidentiality of all patient and employee information to all except the other designated employees.
- Informs of matters of general interest and problem areas as such are determined or discovered.
- Attends all ChapCare mandatory meetings and other meetings as requested.
- Participates in customer service related issues and adheres to ChapCare customer service values.
- Performs miscellaneous job-related duties as assigned.
- Performs other related duties as required.

Qualifications

Education:

- Completion of a formal Medical Assistant program.
- Current CPR certification required.
- Current Medical Assistant Certification (CCMA-C or CCMA-AC) required.

Experience:

- 2-3 years' experience in medical setting.
- Previous experience working in an outpatient clinic or doctor's office preferred.

Knowledge/Abilities:

- Displays cheerful demeanor and makes positive comments when on duty.
- Refrains from participation in harmful gossip, dysfunctional group interactions, and divisive behavior.
- Displays courteous and professional behavior in all interactions with the public.
- Works cooperatively with other staff members.
- Displays flexibility in accepting, changing, or carrying out assignments.
- Adheres to dress code expectations, including fragrance-free requirements.
- Displays sensitivity in a multi-cultural environment.