



Job Description Medical Assistant

<i>Department:</i>	Health Center Clinical Operations	<i>Prepared By:</i>	Laura Briceno, Director of Nursing
<i>Reports To:</i>	Patient Care Manager	<i>Approved By:</i>	John Nguyen, Chief Medical Officer
<i>FLSA Status:</i>	Non-Exempt	<i>Approved Date:</i>	August 2018

SUMMARY:

Under clinical supervision of the Patient Care Manager (PCM) the Medical Assistant (MA) is responsible for ensuring internal and external clients are provided with exceptional customer service. The MA prepares and maintains treatment rooms; drapes and positions patients; administers vaccines; performs phlebotomy services and on-site lab testing under CLIA Certification; provides patient education; documents in the electronic health record; maintains and stocks supplies and instruments for provider use; takes vital signs and assists as needed with patient care. The MA is proficient in the use of the electronic health record and practice management systems. Additionally, the MA may perform non-clinical duties to include such responsibilities as patient appointment scheduling, registration, data entry, correspondence and other duties as assigned.

The MA actively promotes the integration of health center programs, including primary and specialty care, to sustain QueensCare Health Centers' certification as a Level III Patient Centered Medical Home (PCMH).

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Supports and implements the organization's vision, mission and values.
2. Determines priorities and method of completing daily workload to ensure that all responsibilities are carried out in a timely manner.
3. Performs all job functions in a professional and courteous manner. Answers all general phone calls timely and provides excellent customer service to internal and external customers.
4. Fosters and promotes a culture of service excellence and accountability.
5. Obtains and verifies two forms of patient identification (full name and date of birth) prior to rendering services.
6. Performs and documents vital signs: pain, pulse rate, blood pressure, weight, height, BMI, allergies, head circumference. Takes appropriate action for abnormal vital signs per established protocols.
7. Maintains documentation to ensure completeness, accuracy and timeliness including required logs, flow sheets, lab/x-ray results, recording telephone calls and prescription refill information in the patient's electronic health record.
8. Performs, under the direction of the provider and standardized orders; electrocardiograms, ear lavages, vision tests, and skin tests. Collects non-invasive specimens, obtains blood samples via skin or venipuncture, etc.
9. Adheres to all infection prevention policies and procedures and properly disposes of biohazard waste and sharps.

10. Participates in carrying out PCMH functions including reporting, measuring performance and integrating key features of PCMH collaboratively with patients, physicians and practice teams.
11. Labels vaccines, medications and supplies properly with open date, initials and job title. Documents expiration date as required.
12. Maintains the cleanliness of the laboratory and patient areas utilizing infection prevention techniques. Ensures that the laboratory is stocked with necessary supplies and instruments prior to each patient exam.
13. Handles telephone calls in a highly professional manner. Responds in a prompt and accurate manner to all requests and inquiries. Demonstrates ability to problem solve and perform critical thinking. Adheres to all requirements regarding patient privacy and confidentiality.
14. Demonstrates the ability to make decisions and exercise sound judgment. Demonstrates the ability to set priorities and completes assigned duties in a timely manner.
15. Understands the needs of others in relation to his/her responsibilities and uses good judgment when responding to requests from others.
16. Prepares reports clearly, neatly and accurately with complete documentation in a timely manner. Follows all work through to completion in a timely, efficient manner in accordance with his/her assigned duties and responsibilities. Performs work in an honest and ethical manner with sensitivity to those affected by the decisions made. Consistently treats coworkers, vendors and the public, etc., with respect, courtesy, cooperation, and professionalism.
17. Conducts self in an ethical manner. Ensures that the compliance program and professional code of ethics are followed.
18. Participates in quality and utilization activities that may include the tracking, completion and submission of reports.
19. Coordinates and ensures that mandatory education and training is completed on a timely basis as required.
20. Seeks guidance and directions as necessary from appropriate resources for the performance of duties.
21. Complies with organizational policies and procedures.
22. Performs all other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE:

High School diploma or equivalent degree (GED) required. Completion of medical assistant program by a national association of trade and/or technical school, required; must have a current CPR certificate and 2 years healthcare experience preferred. Phlebotomy certificate preferred. Bilingual (English / Spanish / Armenian / Korean / Tagalog) strongly preferred.

LANGUAGE SKILLS:

Ability to read and interpret documents, such as policies and procedures, benefits information, benefit surveys, board minutes, routine mail, simple contracts, and instruction manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, visitors and management.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to exercise common sense in carrying out instructions furnished in written, oral, or diagram form and in other daily situations that arise. Ability to deal with problems involving several concrete variables in standardized situations. Ability to make decision and execute timely to produce a positive outcome.

OTHER SKILLS AND ABILITIES:

1. Demonstrates ability and flexibility to work in other areas of the organization as needed.
2. Adheres to company's policies and procedures.
3. Demonstrates required knowledge, skills, education for job functions.
4. Performs all job functions in a professional, courteous and timely manner while demonstrating and promoting positive customer service skills.
5. Maintains and promotes a safe work environment.
6. Demonstrates good communication skills, both oral and written.
7. Demonstrates proficiency in basic computer applications including Microsoft Outlook and office suite.
8. Adjusts schedule in conjunction with the process of departmental scheduling and departmental need. Performs duties and tasks with minimal supervision. Identifies problems and opportunities to improve the quality of department services and provides suggestions to the Manager. Seeks guidance when necessary to effectively perform duties.
9. Performs work in an honest and ethical manner.
10. Adapts well to changes in work requirements.
11. Flexible, detail-oriented, and multi-task effectively.
12. Follows rules, and guidance when directed from supervisor.
13. Respects the diverse values, beliefs, and cultures present in individuals, and groups served.
14. Timely and dependable.
15. Ability to work under pressure with the capacity for reflection.
16. Proficient prior use of an Electronic Medical Record system.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel and reach with hands and arms. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance, stoop, kneel, crouch or sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. The employee is occasionally required to ascend and descend one flight of stairs. Specific vision abilities required by the job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is often low. However, there are many times when there is a high ambient background noise of phones and multiple conversations. Must be able to screen out the background noise to concentrate on the work at hand.

I have read and understand the above job description.

Employee Name (Please print)

Date

Employee Signature