

Medical Assistant I

Job Details

Level

Entry

Job Location

Los Feliz Health Center - Los Angeles, CA

Position Type

Full Time

Education Level

High School

Salary Range

\$15.00 Hourly

Travel Percentage

None

Job Shift

Day

Job Category

Health Care

Description

POSITION: Medical Assistant I

STATUS: Non-exempt; Full time

REPORTS TO: Charge Nurse Licensed Vocational Nurse (Charge LVN)

SUPERVISES: None

DEPARTMENT: Nursing Department, Floor Operations Unit

OFFICIAL DUTY STATION: Los Feliz Health Center (1530 Hillhurst Avenue, Los Angeles, CA 90027)

BENEFITS:

- Public Service Loan Forgiveness
- 401(k) Retirement Plan
- Medical, Dental, and Vision Insurance
- 13 Paid Holidays
- Life Insurance, Short Term Disability, Accident Insurance, etc.
- Commuter Discount (Metro, Metrolink)
- Commuter and Ride Share
- Discounted Tickets

DUTIES AND RESPONSIBILITIES:

Execute laboratory responsibilities:

1. Obtain from patients specimens, including blood, urine, sputum, etc. as directed by clinicians while following safety standards.
2. Prepare specimen samples for pick-up
3. Perform simple assays (i.e. fingerstick, glucose, urine dipstick analysis, stool for occult blood, urine pregnancy test) under the direction of clinicians
4. Administer nebulizer treatments under the supervision of clinicians
5. Carry out physician's order for medications and immunizations with proper verification

6. Ensure immunization follow ups are sent in a timely manner and maintain accurate immunization records and inventory
7. Maintain lab area cleanliness and ensure containment of hazardous waste
8. Check and calibrate laboratory equipment and log daily.
9. Perform EKG, spirometry, peak flow measurement, and CHDP required services (i.e. audio, vision, physical, and emotional growth measurements) as ordered by clinicians
10. Retrieve laboratory results from printer, monitor and cross reference with orders, and disseminate labs to clinicians for review
11. Ensure that laboratory results are in patient's medical record before appointment and contact laboratory if results are not in the chart.
12. Monitor and inventory laboratory supplies and order as needed
13. Assist in providing pharmaceutical products and devices to patients under supervision of providers

Perform back office responsibilities:

1. Perform accurate and timely patient history intake per protocol
2. Provide back office support to clinicians including assist in procedures and provide chaperonage as needed
3. Prepare patient for visit by providing instructions, taking vital signs, temperature and other measurements
4. Clean and prepare examination rooms making sure instruments and/or specimen kits are ready at time of visit
5. Discharge patients by providing education, information, and instructions as instructed by clinicians
6. Ensure charts and pertinent test results are available prior to clinicians' direct/telephone interaction with patient.

Promote effective and efficient patient care:

1. Assist other clinic staff in providing good efficient patient care.
2. Maintain proper and accurate documentations and logs
3. Assist in providing translation and interpretation services as needed
4. Facilitate patient flow by working effectively and efficiently.
5. Maintain open communication with other clinic staff.
6. Maintain professional demeanor at all times with patients, caregivers, clinicians, and staff.
7. Participate in data collection and entry as assigned
8. Provide administrative assistance to Clinicians
9. Assist in reporting of communicable disease
10. Perform other duties as assigned

Professional Development/Others:

1. Attend APHCV staff meeting, clinic staff meeting, department meetings, and other meetings as assigned by supervisor
2. Attend trainings as assigned by supervisor
3. Communicate training needs to supervisor
4. Participate in agency wide events as mandated by APHCV's policy

Specialty Departments Expectations:

OB/GYN:

1. Familiarity with correct preparation of equipment/instruments and assist provider on specific procedures i.e. Colposcopy, Endometrial Biopsy, Insertion of Intrauterine Device, Implants, etc.
2. Follow standard procedure in instruments preparation for autoclave sterilization.
3. Follow standard procedure in checking monthly Spores Test on the Autoclave.
4. Ensure that all OB/Gyn charts are ready a day before the appointment; all pertinent test results and other necessary documents are in patients charts.

5. Monitor and inventory all OB/GYN department supplies and equipment on a weekly basis. Ensure supplies are ready and available all the time.
6. Knowledge of all specific laboratory routine orders of all gestational stages of obstetric, post partum and gynecology patients.
7. Good interdepartmental communication skills (with providers, CPSP counselors, and other cluster members)
8. Ensure that patient receives accurate language appropriate education, information, and instruction as ordered by clinician through the aid of language interpreter or SSL.
9. Review and pass (80%) of OB/GYN knowledge competency of Women's Health Cluster.

PEDIATRICS:

1. Perform provider's order for medications and immunizations by following standard procedure with proper verification/co-sign with a licensed staff (LVN, RN, NP, PA, and MD).
2. Document all immunizations administration per CAIR system and protocols.
3. Assist immunization nurse to ensure that immunization follow-up mailings are sent in a timely manner and with proper documentation in patient's chart.
4. Perform all required procedures and documentations (i.e. audio screening, visual screening, and growth and development measurements) on all CHDP patients and ensure that all the standard CHDP forms are available in the charts.
5. Assist the provider in completing all referral forms (i.e. on demographics) before giving to the parent/patient.
6. Ensure that patient or parents/legal guardian receives language appropriate education, information, and instructions as ordered by clinician with the assistance of interpreter.
7. Monitor all Pediatrics related supplies/equipments and ensure that they are ordered on a timely basis. Ensure that there are adequate supplies of educational Materials/brochures and children's book in all exam rooms.
8. Good interdepartmental communication skills (with providers, SSLs, outreach workers and parents).
9. Mandatory for MA Trainings/competencies (Need to pass):
 1. CAIR
 2. Watch "IZ Administration techniques" video and pass IZ administration test (80%)
 3. All EZIZ modules
 4. "You call the shots" web-based training
10. Ongoing annual competencies:
 1. Attend one vaccine outside agency in-service annually
 2. Watch "IZ Administration techniques" video and pass IZ administration test (80%)

DISPENSARY:

1. Ensures full compliance with 340B program.
2. Accurate and fast data entry on the CarePoint system
3. Maintain effective customer relation skills with patients all time and ask for appropriate language assistance when necessary
4. Assist Dispensary RN in checking expiration dates on all drugs and dated supplies
5. Assist Dispensary RN with the inventory of PA and other medication supplies.
6. Receive phone calls, assist patient needs and take messages as necessary.
7. Assist Dispensary clerk in sorting delivered medications and document PA log entry accurately and timely.
8. Assist RN in verifying/clarifying orders with appropriate providers by phone or in-person when necessary.
9. Assist in timely flow of medication dispensation at all times.
10. Assist in uninterrupted staffing coverage throughout the shift.

SCHOOL BASED HEALTH CENTER:

1. Ability to work with youth in non-judgmental manner
2. Participate in youth related meetings

3. Perform provider's order for medications and immunizations by following standard procedure with proper verification/co-sign with a licensed staff (LVN, RN, NP, PA, and MD/DO).
4. Document all immunizations administration per CAIR system and protocols.
5. Assist immunization nurse to ensure that immunization follow-up mailings are sent in a timely manner and with proper documentation in patient's chart.
6. Perform all required procedures and documentations (i.e. audio screening, visual screening, and growth and development measurements) on all CHDP patients and ensure that all the standard CHDP forms are available in the charts.
7. Assist the provider in completing all referral forms (i.e. on demographics) before giving to the parent/patient.
8. Ensure that patient or parents/legal guardian receives language appropriate education, information, and instructions as ordered by clinician with the assistance of interpreter.
9. Monitor all school based clinic related supplies/equipments and ensure that they are ordered on a timely basis.
10. Good interdepartmental communication skills (with providers, SSLs, outreach workers and parents).
11. Accurate and fast data entry on the CarePoint system with medication label creation
12. Assist in medication inventory and expiration date checks monthly
13. Assist in accurate maintenance of laboratory logs and reporting of communicable diseases
14. Mandatory For MA II - Trainings/competencies (Need to pass):
 1. CAIR
 2. "You call the shots" web-based training
 3. Watch "IZ Administration techniques" video and pass IZ administration test (80%)
 4. CHW certification from CHFC
15. Ongoing annual competencies:
 1. Attend one vaccine outside agency in-service annually
 2. Watch "IZ Administration techniques" video and pass IZ administration test (80%)

SUMMARY:

This position shall assist clinicians (i.e. physicians, nurse practitioners, or physician assistants) in providing direct patient care. The responsibilities of the Medical Assistant I shall include conducting laboratory services as ordered by clinicians, providing front and back office support, and interact with other health providers to assure continuity and quality of patient care services. **Medical Assistants are held accountable clinically to their assigned clinician while they are held accountable administratively to RN Supervisors, Charge LVN's, and/or Medical Assistant Level II's.**

APHCV expects all employees to respond and participate to emergency situation per emergency policies and procedures.

Qualifications

REQUIRED:

1. Graduate of an accredited Medical Assistant program & BCLS certified
2. High school diploma and GED or minimum of one year experience working in a primary care setting
3. Regular predictable and timely attendance during clinic hours
4. Ability to work efficiently and accurately with minimum supervision
5. Able to communicate in English and at least one of the following languages: Thai, Khmer, Tagalog, Vietnamese or Spanish.
6. Proficiency in Microsoft Office applications
7. Must be able to materially perform the task normally associated with the position including but not limited to: ability to lift up to 45 lbs.

HR Procedural Requirements:

1. Legal authorization to work in the United States
2. A valid California Driver's license with clean records and access to insured automobile
3. Completion of APHCV Health Assessment Form
4. Completion of DOJ background check

PREFERRED:

1. Good communication skills and interpersonal skills, including and the ability to have patience and convey a warm, caring attitude for patients and staff
2. Willingness to learn new skills
3. Knowledge of medical office procedures
4. Able to work with people of diverse cultural, educational, social, economic, and linguistic backgrounds