

# Job Description



**Position Title:** Medical Assistant I

**Department:** Clinic

**Supervises:** None

**FLSA:** Non-Exempt

**Salary Grade:** 6

**Reports To:** Nursing Supervisor

**Effective Date:** 9/16

**Written by:** Human Resources Department

**Approved by:** CEO

## General Summary:

*Provide direct and indirect support to the provider in the delivery of patient care. Including, but not limited, to taking patient's vitals, placing patient in exam room, assisting providers with procedures, following-up on provider's orders (labs, referrals, etc.), and ensuring that providers have all need supplies. MA I should demonstrate knowledge of NextGen Electronic Health Record (EHR) system.*

## Essential Duties: (\*Essential Functions)

- Triages patient, takes and records patient vital signs
- Prepares patient and assists provider with exams and procedures as needed
- Administers injections and diagnostic test/referrals as ordered, including immunizations, completing lab requisitions and other services ordered by the provider
- Documents all immunizations according to standards
- Performs diagnostic and laboratory tests including but not limited to audiometry, Snellen, EKG, urine dip, hemocue hemoglobin, etc., according to SCFHC competency standards
- Performs age appropriate screenings as needed or as directed by provider
- Collects specimens from patients for lab tests or biopsies as necessary
- Assures efficient patient flow with ongoing assessment of provider schedule, and working with other staff to minimize patient waiting time
- Follows SCFHC standards for Universal Precautions when working with potentially infectious materials (blood body fluids)
- Refers patients to other practitioners as recommended by clinical staff
- Assists Nursing staff with patient flow and with emergencies
- Conducts pharmacy and vaccine inventory
- In conjunction with practitioners, ensure medical forms reflect actual patient procedures performed and are completed accurately and filed in the day folder at end of each day
- All medical forms are completed accurately by day's end and entered into day folder
- Answer calls from patients
- Attendance and punctuality is essential in order to provide quality of care to patients, face-to-face interaction with patients, and to work with provided healthcare equipment collected at clinics
- Represent the organization in a positive, professional, responsible manner to staff, providers, case managers, and team members
- Demonstrates the skills, initiative, exertion, drive, demonstrated self-improvement, productivity

## Other Responsibilities:

- Provides high satisfaction regarding patients experience, exam experience, and exam room readiness for patients and doctors, (i.e., gowns, and instruments are prepared as appropriate)
- Follows all SCFHC policies and procedures
- Reports unusual occurrences, situation or hazards to the appropriate personnel
- Reports any malfunctioning equipment
- Other duties as assigned

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**Job Specifications:** (*Knowledge, skills, abilities and experience normally required for competent performance*)

Education and Knowledge

- High School Diploma or equivalent required
- Completion of formal Medical Assistant program required
- Require knowledge of medical/office equipment, and medical terminology
- Must be able to communicate effectively, in English, both verbally and written
- Demonstrate knowledge of safety, infection control & emergency policies and procedures
- Demonstrated knowledge of NextGen Electronic Health Record (EHR) system
- Training in community health education preferred

Experience

- Must have minimum 0 to 3 years or more clinical front and back office experience

Skills and Abilities

- Excellent written, oral and customer service skills with patients, visitors and staff
- Excellent interpersonal, organizational, and project management skills
- Must be detailed orientated.
- Bilingual and Bi-literate Spanish/English preferred

**Licensure and Certifications**

- Current BLS Certification
- Current CPR Certification

**Financial Responsibility and Authority:**

- None

**Working Condition Demands:**

**Key** (Based on typical week):

**N**=Never

**F**= Frequent (34%-66% of time)

**R**= Rarely (Less than 1 hour per week)

**C**=Constant (over 66% of time)

**O**=Occasional (1%-33% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
<b><i>Lifting/Carrying</i></b>						<b><i>Pushing/Pulling</i></b>					
Under 10 lbs			x			Under 10 lbs		x			
11-20 lbs			x			11-20 lbs	x				
21-50 lbs		x				21-50 lbs	x				
51-100 lbs	x					51-100 lbs	x				
Over 100 lbs	x					Over 100 lbs	x				
<b><i>Twisting/Turning</i></b>						<b><i>Driving</i></b>					
Reach over shoulder	x					Automatic Trans	x				
Reach over head	x					Standard Trans	x				
Reach outward		x									
Climb		x									
Crawl	x					<b><i>Other</i></b>					

