



Planned Parenthood Pasadena and San Gabriel Valley

**POSITION DESCRIPTION**

**TITLE:** MEDICAL ASSISTANT I

**DEPARTMENT:**  
Patient Services

**REPORTS TO:** Health Center Manager  
**FLSA:** Non-exempt

**CREATED/REVISED:** 06/04/2013

**SUPERVISORY RESPONSIBILITIES**

DIRECT		INDIRECT	
TITLE	NUMBER	TITLE	NUMBER
n/a	n/a	n/a	n/a

**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/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education: High School diploma or equivalent.

Experience: Graduate of an accredited medical assistant program.  
-or-  
2 years comparable clinical back office medical assistant experience.  
Women’s health care experience preferred.

Other: Ability to establish rapport with all clients.  
Ability to take initiative and to utilize resources effectively.  
Ability to multi-task and must be detailed orientated.  
Willingness to maintain relevant knowledge about anatomy and physiology, methods of contraception, STDs, pregnancy, adoption, abortion, early prenatal care, community resources, Agency protocols and referral procedures and all Planned Parenthood programs.  
Must be able to work independently and as part of a team.  
Must be able to understand insurance and FPACT contract guidelines.  
Some positions require bilingual (Spanish/English) skills.  
Some schedules require Saturday and/or evening hours.  
Willingness to work and travel to other centers as needed based on health center patient demand.

Ability to communicate effectively with clients and co-workers of all backgrounds.  
Ability to recognize own biases; treats all with equal respect and fairness.  
Ability to approach every interaction with respect, honesty and an earnest desire to help.  
Good at changing tasks and/or direction as needed with the ability to adapt to change and new ways of working quickly and easily.  
Must have excellent computer skills with knowledge of Microsoft Word, Excel, Outlook, and the Internet.  
Must have the willingness and ability to adapt to change including advances in technology.  
Must have excellent customer service and be committed to providing the highest level of customer satisfaction.  
Supportive of the mission and goals of Planned Parenthood.  
Commitment to quality healthcare.

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### **CONTACT RESPONSIBILITY**

**Internal:** Center staff to ensure the provision of high quality care.

**External:** Clients to provide information, education and to assist in the provision of client care.

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### **PURPOSE OF POSITION**

**Purpose:** The Medical Assistant I is responsible for supporting the delivery of health care services under the medical supervision of Clinician and/or Physician. Assist clients by providing testing, screening, and education required for the provision of medical care. Assist providers to ensure high quality, efficient delivery of care. Ability to screen clients, prepare exam rooms and cover the front office when necessary. Must provide excellent customer services in a non-judgmental, empathetic manner to clients.

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### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities encompass the required tasks, duties, and responsibilities performed as part of the job and the reason the job exists.

- Adhere to affiliate goals and policies on professionalism, wait time in-clinic and on the system for addressing client complaints.
- Participate in health center efforts to achieve established goals for productivity and quality metrics.
- Participate in health center/affiliate efforts to achieve established revenue cycle goals.
- Perform and/or coordinate the following back-office functions:
  - Obtain social history, interview and educate clients ensuring informed consent
  - Perform options and abortion education; make appointments/referrals for follow-up medical services.
  - Perform basic lab work (e.g. Hgb, pregnancy test, urine dipsticks, venipuncture, injections) package specimens for outside lab tests, record lab results.

- Obtain vital signs (blood pressure, height, weight, etc.).
- Clean and sterilize equipment and stock lab and exam rooms.
- Assist Clinicians as needed.
- Gather information regarding sensitive subjects such as rape, STIs, risks of sexual activity for early teens, and abortions.
- Input and update computer client data information. Responsible for the accuracy of client information entered into the Agency's Practice Management system and Electronic medical Record system.
- Ensure ongoing communication with Patient Flow Coordinator, Center Manager, and other center staff.
- Perform and/or coordinate the following front-office functions when necessary:
  - Greet clients, answer phones, refer calls, and make appointments.
  - Assess client finances, which may include verifying insurance, health plan authorization, Medi-Cal cards with picture ID, collect fees and donations per Agency guidelines, complete appropriate forms and obtain signatures per Agency policy review and reconcile billing on a daily basis.
  - Input and update computer client data information.
- Schedule appointments for family planning including but not limited to contraceptives and abortion services.
- Provide Abortion referral and education.
- Provide sterilization education and education.
- Assist and support the clinical staff in the provision of family planning and other medical services.
- Comply with all safety policies and procedures including infection control.
- Ensure compliance with all regulatory requirements (e.g. annual TB testing, biannual review of emergency policies, procedures and drills, annual OSHA training review, etc.) per Agency policy and regulatory mandates.
- Attend trainings, staff meetings and in-services to maintain and increase knowledge of protocols and procedures.
- Ensure client satisfaction and treat every client/customer with confidentiality and compassion.
- Prepare center for opening and secure for closing, as required.
- Understand the organization's services and priorities and collaborate and cooperate with others to get the job done.
- Identify and report errors, near misses, and employee, patient and customer safety concerns in a timely manner.
- To support risk and quality management by proactively communicating identified risks to supervisor in order to minimize risk when possible.
- Comply with PPPSGVs Code of Conduct and maintain the highest level of professional and ethical standards and to act in compliance with both the letter and spirit of all applicable laws and regulations.

#### Non-Essential Functions

- Assist in training of new staff and volunteers by demonstration and observation of techniques and procedures.
- Perform clerical and administrative duties, as directed by manager.
- Other duties and responsibilities as assigned.

**PHYSICAL REQUIREMENTS**

	Rarely (0-12%)	Occasionally (12-33%)	Frequently (34-66%)	Regularly (67-100%)
Seeing: Must be able to read reports and use computer.				X
Hearing: Must be able to hear well enough to communicate with people.				X
Standing/Walking:				X
Climbing/Stooping/ Kneeling/ Bending:			X	
Lifting weight up to 35 lbs.		X		
Pulling/ Pushing/ Reaching:			X	
Fingering/ Grasping/Feeling: Must be able to write, type and use telephone system.				X

**This job description is subject to review and change. This is not a contract. Signature of employee indicates solely that this position description has been received, read and understood.**

EMPLOYEE: \_\_\_\_\_ DATE HIRED: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE SIGNED: \_\_\_\_\_

SALARY: \_\_\_\_\_ BILINGUAL: \_\_\_\_\_