



## MEDICAL ASSISTANT JOB DESCRIPTION

<b>Title</b>	Medical Assistant
<b>Department(s)</b>	Clinical
<b>Reports to</b>	Clinic Office Supervisor
<b>FLSA Status</b>	Non-Exempt

### Summary

The Medical Assistant performs routine (non-invasive) patient care functions as described by license health care personnel following established clinical protocols, policies and procedures within defined scope of education, training and responsibilities.

### Primary Essential Duties

1. Collects and records patient data including height, weight, BMI, temperature, pulse, respiration rate and blood pressure, pulse oximeter and peak flow measurement according to established policies and procedures.
2. Collect urine, sputum and stool specimens by non-invasive techniques.
3. Administers immunizations and medications per provider's order after a licensed health care professional verifies the correct medication and dosage. Verification of competency is required.
4. Performs venipuncture to obtain blood specimens.
5. Performs simple lab tests, including urine pregnancy tests and finger sticks after appropriate training and verification of competency.
6. Shaves and prepares the patients skins with antiseptic solution and explains the procedure as necessary.
7. Performs PPD skin test placement after appropriate training and verification of competency. Documents measurement of PPD skin test and reports information directly to the provider or to a registered nurse.
8. Demonstrates the ability to perform initial health data collection procedures, including vision and audiometric testing.
9. Handles hazardous waste appropriately.
10. Changes needle disposal box as needed.
11. Applies principles of aseptic technique and infection control per policy and procedures.
12. Consistently uses and reinforces proper body mechanics and appropriate personnel protection equipment.
13. Provides basic health information and education to patients using established protocols.
14. Works with patients on self-management goal contracts as per disease protocol and provider direction.

### **Performs routine clerical functions as assigned (i.e. make appointments, chart management, telephone calls, etc.)**

1. Takes and routes phone calls timely and efficiently.
2. Schedules routine and follow up appointments.
3. Contacts no-show patients as directed.
4. Completes routine form and logs and inputs program specific data into computerized system according to established procedure as required.
5. Operates a computerized patient scheduling system according to organizational policies and procedures. Collaborates with providers to assure appropriate scheduling.
6. Implements guidelines to properly schedule patients calling in for appointments.
7. Participates in the follow up and monitoring of patient care services, including (but not limited) checking medical records for completeness of data, documentation of services, completion and mailing of disability forms, verification of hospital of delivery and mailing of pre-natal records,

relaying telephone messages to staff personnel and directing patients throughout the clinic as needed.

8. Accurately files all patients labs, x-ray, EKG results and other documents after the provider has seen and signed off the information.
9. Maintains a clean, neat and safe environment for office operations. Completes forms for Patient Assistance programs.
10. Assists in quality improvement activities as directed.

**Assists medical personnel with procedures and/or diagnostic exams.**

1. Position and drape patient appropriately.
2. Inform patient which provider will see him/her and approximate time it will take before patient is seen.
3. Adjust lighting as necessary.
4. Assemble appropriate equipment.
5. Assure patient privacy at all times.
6. Be available to assist provider as needed.
7. Maintain set-up for collection of all cultures and timely transport to the lab.
8. Accurately perform visual, hearing testing.
9. Notify supervisor of repair needs and potential hazards in the workplace.
10. Keep patient exam rooms and work areas clean and stocked.

**Documents pertinent patient information, procedures and patient responses, following established guidelines.**

**A record shall be made in the patient chart or other record of each technical supportive service performed by the medical assistant, indicating clearly the name, title "MA-medical assistant", date and time.**

1. Documentation, as appropriate, will occur immediately after performing any task.
2. Handle requests for information timely and appropriately; make sure that the provider has been aware of such request.

**Maintain confidentiality at all times.**

1. Discuss patient information only with appropriate clinic personnel when related to the care being provided. Maintain confidentiality for all documents that contain patient identifier information.
2. Information given to a medical assistant about a patient or family member clinical needs must be reported to the patient provider.
3. Observe and respect confidentiality of information in regards to fellow employees.
4. Assist in the maintenance, care and handling of medical equipment.
5. Maintain standard of cleanliness, organization and adequate level of supplies for the exam rooms or assigned work area.
6. Demonstrate correct and safe techniques in the use of equipment according to specific manufacturer instructions and policy and procedure manual.
7. Know location, purpose and use of all equipment and supplies.
8. Ensures that the delivery of services reflects the efficient and effective use of supplies and appropriate utilization of resources.
9. Order supplies as directed and report any outdates to the appropriate person.
10. After competency training may perform autoclaving of supplies and instruments following manufacturer guidelines and established clinic procedures.
11. Report malfunctioning equipment to the manager.
12. Follow appropriate procedure for cleaning of equipment.

**Participate in organizational programs/committees as assigned**

1. Participate in assigned staff and other meetings, including quality improvement, case conferences and in-service meetings.
2. Participate in all safety programs that may include assignment to an emergency reponse team.
3. Participate in hazardous waste and infection control assignments as required in the health center that may include being designated as an emergency responder to a hazardous substance release or spill; performing infection control data.
4. Perform other duties and tasks as may be required or assigned.

## Skills and Qualifications

1. Data entry skills must be virtually error free; skills in self-proofing essential.
2. Experience with EHR is preferred, not required.
3. Previous Medical Assistant experience.
4. Proven reliability, trustworthiness, flexibility, and high ethical standards.
5. Proficiency in system software, medical terminology, general office machine operations and maintenance.
6. Must work well with others as well as independently.
7. Must be able to demonstrate multi-tasking skills in a high stress environment while adhering to HIPAA standards of confidentiality.
8. Must provide proof of up-to-date COVID-19 vaccinations including recommended doses in the primary series AND booster dose when eligible.

## Supervisory Relationships

1. Reports to: Clinical Office Supervisor
2. Supervision-Others: n/a

## Education & Experience

1. High School Diploma, Associates degree in Healthcare Management or related field of study preferred.
2. Two or more years of progressive, hands-on experience in a medical practice.
3. Experience with medical software and electronic medical records.
4. Immaculate record-keeping and organizational skills.
5. Excellent multi-tasking and critical thinking skills.

## Working Conditions

The physical demands described here are representative of those required for the position. Position requires sitting, walking, standing, bending, and twisting in the performance of daily activities. The position requires hand manipulation and repetitive hand movement and fine coordination in using a computer keyboard. The position requires near and far vision in reading reports and use of a computer. Acute hearing is required in supporting meetings and providing phone and in-person customer service. The position occasionally requires lifting and/or moving objects up to 20 pounds. CMWC will make reasonable accommodation of the known physical or mental limitations of a qualified applicant with a disability upon request.

### COVID-19 considerations:

To protect patients and staff, safety precautions have been put in place. We have created an environment which respects and provides proper implementation of Social Distancing we provide PPE for all staff.

We are requiring all staff to be fully vaccinated.

## Benefits

CMWC offers employees a comprehensive benefits package with plans that cover our employee's health and welfare, retirement, financial, and wellness needs.

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Long Term Disability
- Vacation
- Sick Time
- Paid Holidays
- 403(b) Plan
- Career Development
- Tuition Reimbursement
- Employee Assistance Program (EAP)

## Acknowledgement

I have read the above job description and agree to perform the duties and responsibilities as described above. I understand that this job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities that may be required of me as a Medical Assistant.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

CMWC Representative Signature \_\_\_\_\_

*Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.*