

**COMPREHENSIVE COMMUNITY HEALTH CENTERS, INC.**  
**JOB DESCRIPTION**

**EFFECTIVE DATE: April 30, 2018**

**POSITION: MEDICAL ASSISTANT**  
**REPORTS TO: BACK OFFICE LEAD**  
**FLSA STATUS: NON-EXEMPT**

**JOB SUMMARY**

Perform administrative and certain clinical duties under the direction of provider. Prepare and maintain treatment rooms, drape and position patients, hand equipment, supplies, and instruments to provider. Takes vital signs, visions PAMS, assists with treatments, maintains equipment, visual fields and inventory supplies, including EMR, patient scheduling, charge slips and routine patient instruction and knowledge of CPR.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**Clinical Duties:**

- Patient Relations
- Assures timeliness of services rendered to patients
- Clearly informs patient the name of provider who will render services
- Arranges for and assists patients in understanding instructions for all ancillary services
- Listens to complaints from patients regarding services rendered
- Demonstrates adequate triage technique in handling telephone calls from patients and inquiries regarding services rendered
- Appropriate management of filing records, recording telephone calls and prescription refill information in electronic medical records
- Checks floor stock and sample medications, discards expired medications appropriately, re-orders as needed
- Demonstrates accurate knowledge in management of emergency situations
- Assists patient to room
- Looks after patient's comfort while on premises
- Maintains availability to examining Provider as needed.
- Accurately performs visual testing and on-site testing.
- Accurately file all patients' lab results, x-ray, EKG, SCANS and all miscellaneous documents after doctor signs off
- Assists providers in all medical examinations
- Collection of all specimens, including cultures, for laboratory processing
- Assists in minor surgery, positioning and draping patient, passing instruments
- Inventory, Ordering, Facility Maintenance
- Screens telephone calls for referral and takes messages for provider
- Under the direction of the provider an MA may administer injections of scheduled drugs, including narcotic medications, only if the dosage is verified by the provider prior and the injection is intradermal, subcutaneous, or intramuscular.
- Compiles and condenses technical and statistical data for reports and records.
- Updates and maintains required logs

- Translates for provider and office staff as requested
- Assists in preparation of office for a site review and audit
- Performs tasks under the direction of provider and management
- Calls in prescriptions or prescription refills under the direction of the provider
- Performs related work as required
- Maintains patient care areas as follows:
  - Cleans (daily) all community areas
  - Cleans immediately following infectious exposure
  - Inventories supplies daily and orders as appropriate
  - Maintains patient confidentiality at all times
- Provide reproductive health counseling ( title X services )
- Participate in huddles with provider MA team
- Conducting chart prep (to ensure that patients file are complete for patient care on day of appointment, including Standing Order Sets based on Clinical Guidelines)
- Motivational interviewing

#### Administrative Duties:

- Schedules appointments
- Registers patient data in computer
- Sends appropriate information to various departments and medical offices

#### Organizational Activities:

- Knows rules and procedures for request for Information.
- Knows rules and procedures for release of information.
- Acquires appropriate signatures.
- Ascertains that Provider or manager is aware of request for information.
- Submits appropriate information per above procedure.
- Reports equipment or supply needs to Administrator.
- Reports malfunctioning equipment.
- Maintains general office equipment, i.e., Xerox, typewriters, Computer, Printers, CPR carts, emergency supply and auxiliary services

#### Marketing Activities:

- Maintains computerized files of patients, including updated names, addresses, telephone numbers, etc.
- Conducts mailings to patients.
- Performs calls to patients for recall purposes.
- Attends health fairs/events.
- Plans for event and prepares necessary items required to conduct successful event.
- Communicates effectively with event attendees, explains services, and schedules appointments.
- Works with Management in creating/reviewing necessary collateral materials.
- Other duties as assigned.

### **EDUCATION, TRAINING AND EXPERIENCE**

- High school diploma or its equivalent
- Medical Assistant Certificate
- 2 years experience preferred
- CPR Certified
- Certification through AAMA preferred

