



POSITION DESCRIPTION

TITLE	Medical Assistant	DEPARTMENT	Clinical
REPORTS TO	Nurse Manager	STATUS	Non-Exempt
REVISION/ISSUE DATE	05/01/11		

Position Summary

Under the direct supervision of a Nurse Manager and/or Provider is responsible for:

- ✓ Providing routine and basic nursing care to patients, including infants, children, adolescents and adults in a community clinic environment.
 - ✓ Ensuring services meet clinic standards of excellence and the satisfaction of patients.
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Essential Functions

Depending upon specific assignment may perform any or all of the following duties:

1. Provides patient-related service according to clinical policies and procedures, ensuring a safe, sanitary, comfortable and therapeutic environment for patients:
 - 1.1. Sets up exam rooms prior to clinic sessions, ensuring all necessary supplies are stocked and readily available. Maintains adequate department patient care and medical supplies.
 - 1.2. Utilizes the electronic health records database to access prior patient history, test results and related information; performs data entry to record information about the current appointment; prints documents for provider and/or patient as needed.
 - 1.3. Assists providers with examinations and other procedures including but not limited to pelvic examinations, catheterizations, lumbar punctures, wound closures, etc.
 - 1.4. Checks patients' vital signs; conducts vision and hearing screenings; performs spirometric tests, EKGs, and venipuncture; records test results in the patients' electronic health records.
Observes patient using special equipment such as oxygen, nebulizer, peak flow, spirometer, and/or suction apparatus; observe patients after medication administration.
 - 1.5. Maintain patient care equipment such as nebulizer, Hemacue machine, blood pressure unit, oxygen/or suction apparatus, etc.
 - 1.6. Provides information to patients and refer, per protocol, to Health Education, Vision Care, Specialty Services; makes follow up appointments as appropriate.
 - 1.7. Gives each patient a summary of their visit, plan of care, education handouts and self-monitoring tools and information about other useful community resources.
2. Performs a wide variety of duties relating to collecting samples and processing routine lab' tests:
 - 2.1. Instructs patients in procedures, and obtains, collects and labels blood, urine, sputum and other specimens; packages and sends specimens in the appropriate manner for transport to outside laboratories or storage.
 - 2.2. Performs, reads and documents all routine lab tests including but not limited to urinalysis, urine pregnancy, hemoglobin and strep tests; ensures proper preparation of laboratory specimens to be read by clinicians and in accordance with clinic procedure and requirements.

- 2.3. Cleans/sterilizes all reusable equipment, disposes of all specimens and waste according to health and safety policies.
 3. Communicates with patients to ask if they kept their referral appointments for tests or services and verifies they are taking medications as prescribed and following providers' instructions with regard to their care; makes reminder calls for appointments when applicable.
 4. Provides educational information, new patient information and self-monitoring tools.
 5. May perform basic clinical duties including but not limited to answering telephone calls, patient care follow-up, and other related clerical functions.
 6. Ensures compliance with regulatory and contractual obligations including documentation.
 - 6.1. Follows established policies and procedures for safety, environment, hazardous waste, medical waste and infection control based on OSHA, CLIA and EPA regulations
 - 6.2. Maintains absolute confidentiality over patient information in accordance with HIPAA regulations and demonstrates complete discretion when discussing patient information.
 7. Communicates professionally within the clinic setting and effectively resolves routine problems relating to nursing services:
 - 7.1. Greets patients in a respectful, professional manner; obtains information about their primary complaints and prepares the patient for examination.
 - 7.2. Participates as a member of the clinical team; contributes information about patients in a clear professional manner.
 - 7.3. Listens to patients' complaints and concerns and works to resolve them; refers patients to clinicians or appropriate manager if unable to resolve issues to their satisfaction.
 8. Participates in professional growth and development opportunities such as in-service meetings, and workshops.
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Secondary Duties:

- Cross-trains in other duties to provide support during absences, crisis situations or heavy workloads.
 - Performs related duties as assigned by clinicians or supervisor.
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Position Minimum Requirements

These are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

To perform effectively in this position, the incumbent **is required to have:**

- Certification for Medical Assistant from a California accredited school.

- CPR Certified – Adult, Child, Infant for the professional rescuer, sponsored by the American Heart Association or the American Red Cross required.
- Skills in performing venipuncture, EKG's, audiometry, vision screening.
- Skills in administering medications by oral and injectable routes according to the scope of practice.
- Demonstrated ability to listen and communicate with others in a professional and caring manner including sensitivity with individuals from diverse cultures and lifestyles.
- Demonstrated ability to set priorities for tasks to work effectively in spite of interruptions and under minimal supervision. Self-starter, reliable and dependable.
- Demonstrated proficiency with the electronic health record database within three months of attending training session(s).
- Fluency in written and spoken English.
- Strong verbal and interpersonal skills to communicate clearly and effectively with patients and others.
- Ability to develop and maintain cooperative relationships with staff members, patients and clinicians.
- Flexibility to deal effectively with changes in work schedules and sites.
- General computer skills and routine clerical skills (e.g., data entry, filing, completing forms)
- Maintains current CPR certificate and documentation on mandatory requirements such as TB testing, medical examinations and competency standards.

In addition, **preferred qualifications are:**

- National Certified Medical Assistant credential
- Phlebotomy certification
- CHDP hearing and vision certification
- Bi-lingual skills in Spanish, both writing and verbal

Typically, these skills and knowledge are the result of completion of medical assistant training, and two or more years performing similar duties in a community clinic and/or acute care hospital.

The incumbent must be able to perform this job safely, without endangering the health or safety of him/herself or others. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Work Environment

Environment: The environment for this position is medical clinic that is clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined setting in which he or she is free to move about at will.



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The employee may occasionally be exposed to emotionally upset patients/family members and will participate in the treatment of patients with potentially communicable diseases.

Physical Activity: Performs all or some of the following tasks during the workday: standing and walking much of the day; plus reading, writing/typing, speaking, listening and sitting. He or she may occasionally climb or balance, stoop, kneel, crouch or crawl, taste or smell.

When performing patient care:

- ✓ May occasionally lift/carry items weighing up to 100 pounds.
- ✓ Will perform duties requiring a full range of body motion including handling and lifting patients,
- ✓ Will utilize manual dexterity and eye-hand coordination.
- ✓ Will experience frequent exposure to potentially infectious agents, communicable diseases, toxic substances, medicinal preparation and other conditions common to a physician's office.
- ✓ Will need normal/corrected vision and hearing to within normal range.
- ✓ May work under stressful conditions and/or work irregular hours.

Equipment Used: Standard office equipment such as telephone, computer, printer, fax and copy machine.

When working in patient care, the incumbent will use various personal protective clothing and equipment and utilize the full range of items associated with medical care in an outpatient clinic including blood pressure cuff; non-sterile gloves and other personal protective equipment; thermometer, scale, stethoscope, and EKG machine; venipuncture, audiometry and spirometry equipment; routine lab' testing supplies and equipment, and similar

Acknowledgement

I have been given a copy of this position description. I understand that I may be asked to perform responsibilities and duties not listed in the description and that my duties may change at any time, according to the clinic's needs. Nothing in this position description is intended to create a contract of employment of any type. Employment at Watts Health is strictly on an at-will basis.

Employee Name (please print)	Employee Signature	Date
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I certify that I have discussed the position description with the employee.

Supervisor Name (please print)	Supervisor Signature	Date
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cc: Incumbent

Employee's File

Supervisor