



Job Title

**Medical Assistant**

Department	Reports To	FLSA Status	Prepared By	Approved By	Last Modified
Clinical	Clinic Operations/Risk Manager	Non Exempt	Human Resources	N/A	05/28/2024

### **Job Summary**

We are seeking a dedicated and compassionate Medical Assistant to join our team at UCHC. As a Medical Assistant, you will play a vital role in providing high-quality healthcare services to our patients while ensuring efficient clinic operations.

### **General Accountabilities**

- Assist healthcare providers in patient examinations and procedures.
- Take vital signs, record patient medical history, and update electronic medical records (EMR) accurately.
- Prepare patients for examinations and treatments, ensuring their comfort and confidentiality.
- Administer medications and injections under the supervision of licensed healthcare providers.
- Maintain cleanliness and organization of examination rooms and medical equipment.
- Prepare and sterilize medical instruments and equipment as per infection control protocols.
- Assist in managing inventory of medical supplies and ensuring adequate stock levels.
- Schedule patient appointments, coordinate referrals, and follow up on lab results and diagnostic tests.
- Provide patient education on preventive care, medication instructions, and lifestyle modifications.
- Offer support and guidance to patients and their families, addressing their questions and concerns.
- Assist in coordinating community resources and referrals for patients requiring additional support services.
- Collaborate effectively with healthcare providers, nurses, and administrative staff to deliver comprehensive patient care.
- Communicate patient care plans and updates accurately within the interdisciplinary team.
- Participate in team meetings, training, and quality improvement initiatives to enhance patient care delivery.
- Provide adequate coverage to another location, as needed.
- Other duties as assigned by the Clinical Operations Director.

## **Qualifications**

- High school diploma or equivalent required; completion of an accredited Medical Assistant program preferred.
- Certification as a Medical Assistant (CMA) or Registered Medical Assistant (RMA) preferred.
- Previous experience working in a healthcare setting, particularly in a Federally Qualified Health Center (FQHC), is preferred.
- Proficiency in electronic medical records (EMR) systems and basic computer skills.
- Strong interpersonal and communication skills, with the ability to interact effectively with patients from diverse backgrounds.
- Commitment to providing compassionate care and maintaining patient confidentiality.
- Ability to multitask efficiently in a fast-paced environment while maintaining attention to detail

## **Skills**

- Able to speak/write English clearly and make myself understood.
- Good verbal and written communication skills.
- Correct grammar, spelling skills, and legible writing.
- Skills in answering the telephone in a pleasant and helpful manner and using a multi-line phone system.
- Able to read, understand, and follow oral and written instructions.
- Demonstrate compassion and caring in dealing with others.
- Tactfulness/soft spoken.
- Demonstrate willing to adapt to change.
- Be able to prioritize workload while remaining flexible.
- Confident positive manner and appearance.
- A medical mindset to understand the theories, reasons, and technical aspects of medicine.
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Ability to maintain records
- Knowledge in the fields of medicine, anatomy and physiology

## **Skills: Language**

- Bilingual-English/Spanish

## **Competencies**

- Problem Solving - Identifies and resolves problems time efficiently; Gathers and analyzes information; Develops solutions; Uses reason.
- Oral Communication - Speaks clearly and persuasively; Listens and gets clarification when necessary; Responds informatively to questions; Demonstrates presentation skills; Participates in meetings.
- Written Communication - Writes clearly and concisely; Edits work; Presents data effectively; Able to read and interpret written information.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to handle frequent change, delays, or unexpected events.

- Teamwork - Balances team and individual responsibilities; Gives and welcomes feedback; Able to build morale and group commitments to goals and objectives.
- Professionalism - Approaches others in a polite and tactful manner; Maintains composure and reacts well under pressure; Treats others with respect and consideration; Accepts responsibility for own actions; Follows through on commitments.
- Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Must work well with constant interruptions, must have effective organizational, problem solving, and time management skills,
- Ability to learn and comprehend information from Procedures Manuals and other materials, people skills to handle different personalities and situations, a medical mindset to understand the theories, reasons, and technical aspects of medicine
- Exceptional customer service and phone etiquette, ability to maintain effective and organized systems to ensure timely patient flow,
- Ability to perform phlebotomy and administer injections, understanding the implications of new information for both current and future problem-solving and decision-making,

### **Physical Requirement**

- Physical effort which may include occasional light lifting to a 25 pound limit, and some bending, stooping or squatting. Considerable walking may be involved. The ability to sit or stand for extended periods of time is required.
- Flexibility to work in multiple locations throughout the week.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee may be required to travel to all UCHC facilities as needed.
- Occasionally required to sit and walk.
- Finger dexterity required.
- Hand coordination required.
- Specific vision abilities required for this job include: close vision, distance vision, ability to adjust or focus.

### **Work Environment**

- Exposure to adverse conditions.
- Exposure to extreme heat.
- Exposure to extreme cold.
- Exposure to wet and/or humid conditions.
- Exposure to moving mechanical parts.
- Exposure to high, precarious places.
- Exposure to fumes or airborne particles.
- Exposure to toxic or caustic chemicals.
- Exposure to outside weather conditions.
- Possible risk of electrical shock
- Exposure to explosives
- Possible risk of radiation and vibration.
- Protective clothing or equipment is required including: gloves, helmets, steel-toed boots, protective eyewear.
- The noise level in the work environment usually is high

**Acknowledgement:**

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

EMPLOYER

EMPLOYEE

\_\_\_\_\_  
Name & Signature

\_\_\_\_\_  
Name & Signature

Date:\_\_\_\_\_

Date:\_\_\_\_\_