

Sample: JOB DESCRIPTION POSITION: MEDICAL ASSISTANT APPRENTICE

DEPARTMENT: Medical Unit

STATUS: Full-Time, Non-Exempt

Job Summary: The Clinical Apprentice is enrolled in the CCALAC & Propel Clinical Apprenticeship Program and is responsible for a variety of patient care, technical, and clerical related functions under the direction and supervision of the Program Manager, Clinic Manager and/or Supervising RN. The Clinical Apprentice is responsible for providing patient care under the direct supervision of certified and credentialed staff and assisting members of the patient care team and providing a broad range of health care services. As a member of the patient care team, the Clinical Apprentice is also aware of the psychosocial needs of patients and families.

Position Responsibilities: The Clinical Apprentice performs the following duties:

Direct Patient Care Responsibilities: *Note: Provide patient care under supervision of a credentialed Medical Assistant or Registered Nurse, relative to the patient's age-specific needs and under various conditions. As an unlicensed assistant, the performance of a delegated medical act by the Clinical Apprentice must be "directed, supervised and inspected" by the appropriately credentialed medical staff.*

- Perform patient check in, including obtaining and recording vital signs, height, weight, chief complaint, brief relevant history including pain status, allergies, current medication and any other pertinent information for specific age groups. Prepare patients for examination/procedure, as appropriate.
- Administer medications and immunizations orally, intramuscularly, subcutaneously, intradermally and by inhalation as ordered by provider, asking for assistance from RN or provider if unfamiliar with medication or procedure. Alert RN and/or provider of patient's/family's questions or issues related to medication administration.
- Review medical records for up-to-date problem list including patient reported medication and allergies, and diagnoses that are documented by physicians or providers.
- Ensure patient's visual and auditory privacy and maintain patient confidentiality at all times.
- Understand that the stress of illness may alter patient behavior and ability to follow through on plan of health care; interact with respect including situations where patient and/or family display anger or distress.
- Provide support and comfort to patients and families during clinic visits and procedures as needed, including chaperoning during sensitive examinations.
- Promote patient welfare and independence by communicating through words and actions and understanding of patients' reactions to the healthcare environment.
- Participate in patient education by providing standardized, structured written/verbal information to patients regarding procedures, preparation for diagnostic tests, and

chronic disease conditions as instructed by RN/MD., Refer patients who require further teaching interventions to an RN or provider.

- Provide emergency care to patients when necessary using basic life support and automated defibrillator equipment, maintaining basic CPR certification.
- Assist provider with procedures including those requiring aseptic and sterile technique.
- Assist with quality measures, including maintenance and recording of required daily equipment checks, CLIA requirements and calibration of equipment as needed in clinics where this is required.
- Document complete and accurate patient observations, care and outcomes of interventions in the electronic medical record. Follow appropriate documentation procedure on paper if electronic record is unavailable.
- Report pertinent observations and information, both written and verbal, to appropriate personnel.
- Contribute to individual patient care planning.

Apprenticeship Duties:

- Communicate effectively with patients/families and the clinic or inpatient team.
- Participate in the review of schedules and space needs; anticipate and suggest any needed changes in staffing or provider schedules.
- Assist with coordinating work assignments to assure that needed staff is available and prepared.
- Interact with staff and co-workers in a manner that promotes positive working relationships. Comply with the **X Employer** patient satisfaction, customer service, and ambulatory care standards.
- Assist with quality improvement projects such as communication of waits and delays, chart audits.
- Attend and actively participate in staff meetings as requested.
- Complete all classroom and clinical coursework with a passing grade
- Upon completion of all classroom and clinical coursework, pass required certification exam for medical assistants
- Read and respond to email communications.
- May float to other clinics on as needed for operations need

Supplies and Equipment Maintenance:

- Following current infection control and/or isolation procedure, clean and examine procedure tables, equipment and other work areas according to guidelines.
- Stock nurse's station, exam/procedure rooms as assigned, inventory specialty items and initiate reorder of supplies as needed.
- Report non-functioning or defective equipment to supervisor immediately.
- Ensure all supplies are up to date and replace expired materials as necessary including procedure trays, following reprocessing procedures.
- Assist in maintenance of patient education materials.

Daily Functioning:

- Assist with solving problems and make guided decisions about area function and patient care issues.
- Provide clerical support to facilitate optimal patient care and area operation.
- Demonstrate proficiency in use of the computer for all aspects of patient care and documentation.
- Facilitate the coordination of patient services within the clinic and other departments, e.g. radiology, clinical lab, etc.
- Prepare/maintain medical records, including ordering, filing, and copying when appropriate. Adhere to National Patient Safety goals.

Professional Development & Continuing Education:

- Complete all required competencies and classroom coursework and maintain skill level.
- Complete required Annual Review and Safety and Infection Control sessions (in person and computer-based training)
- Recognize the need for continuous learning by attending staff development programs and workshops.
- Take responsibility for obtaining required continuing education credits to maintain certification.
- Serve on task forces/committees as requested.

Perform Additional Duties as requested

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE X Employer PERFORMANCE STANDARDS.

Education & Qualifications

Education	H.S. Diploma or equivalent Formal acceptance into the Propel & CCALAC MA Apprenticeship Program, including completion of prerequisite training
Work Experience	Minimum: ?
	Preferred: 1 year
Licenses & Certifications	CPR/BLS certification that must be obtained within 4 months of the apprenticeship start date

Required Skills, Knowledge, and Abilities

- Demonstrated customer–first attitude and philosophy.
- Ability to learn computer and application skills as applicable to role.
- Ability to interact with and work around people.
- Ability to make judgments in demanding situations.
- Ability to react to frequent changes in duties and volume of work.
- Effective oral and written communication skills.
- Ability to listen empathetically.
- Ability to logically organize details.
- Ability to manage multiple concurrent activities.
- Knowledge of interpersonal communications in a complex organization.
- Commitment to respectful patient and family centered care.
- Commitment to respectful treatment of all colleagues.
- Commitment to patient privacy.
- Commitment to patient safety
- Bilingual X Language a plus